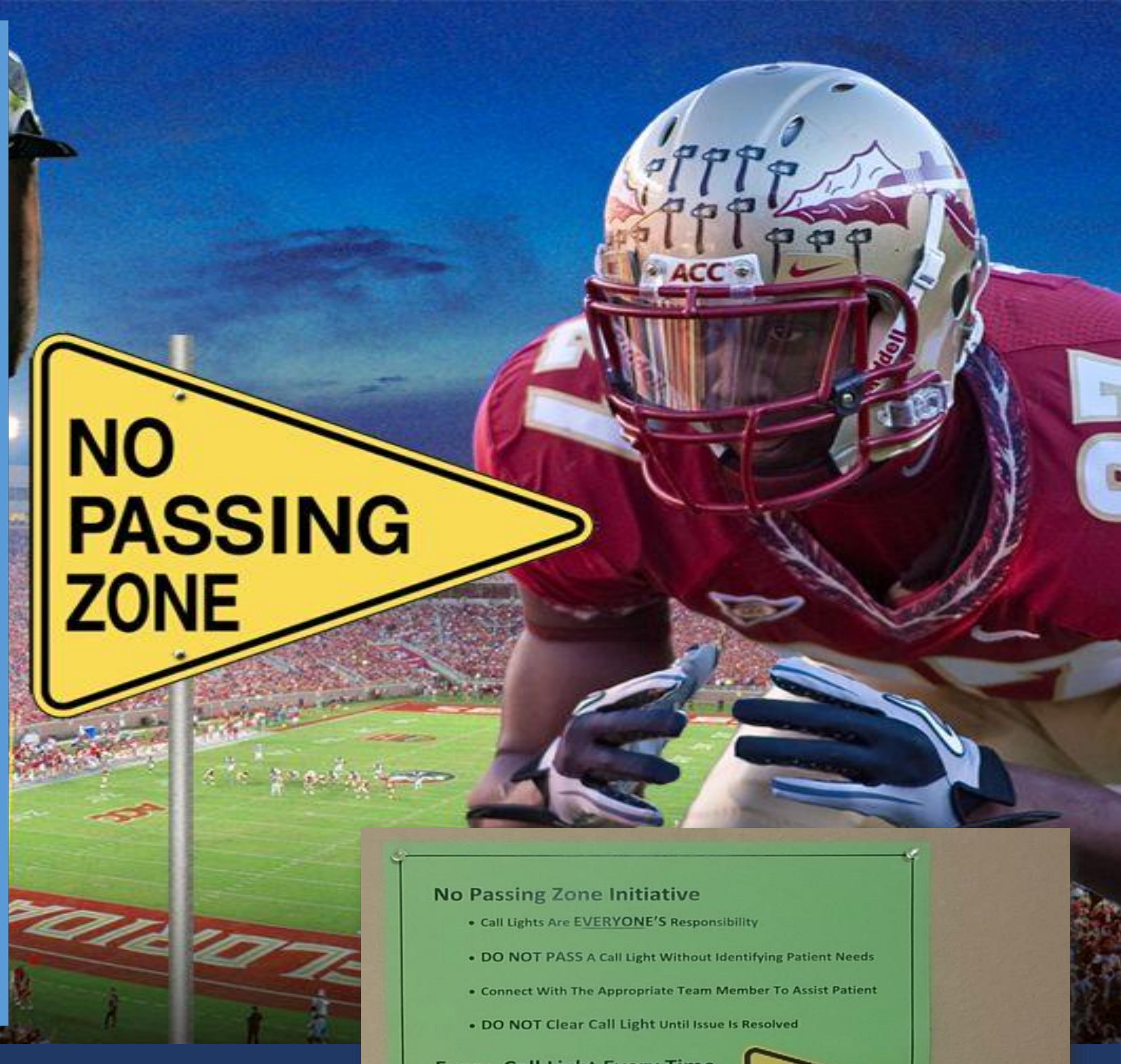


The No Pass Zone concept originated as a patient experience initiative to provide quick and effective responses to patient's needs. Employees are reminded that care for the patient is everyone's responsibility and they are expected to respond to alarms and patient call lights when walking through the hallways. They should not continue to pass by the patient's room or someone in need of help without stopping to assist. Mercy Gilbert Medical Center in Gilbert, Arizona created a YouTube video to demonstrate their No Pass Zone.

Developing a trusting patient-provider relationship is an ongoing process. Patients trust that their needs and concerns will be addressed in a timely manner. When a patient is waiting on someone to meet even their basic needs, it may seem like a long time to receive a response. Once a patient pushes a call light for help, they expect that help is on the way. Imagine the patient waiting, perhaps seeing people walk by the door, talking and laughing. With the No Pass Zone, a patient's call is quickly acknowledged, even if the initial responder is unable to take definitive action.

While this began as a patient experience initiative, there are many patient safety issues that can be addressed through creating a culture where everyone is responsible for addressing the patient's needs. For example, patients often use their call light to ask for assistance in walking to the restroom. If they are concerned that the wait for help is too long, they may get out of bed unassisted, endangering themselves to a fall. Additionally, the No Pass Zone reduces the risk that diffuse responsibility will result in a delayed response to an alarm.



No Passing Zone Initiative

- Call Lights Are EVERYONE'S Responsibility
- DO NOT PASS A Call Light Without Identifying Patient Needs
- Connect With The Appropriate Team Member To Assist Patient
- DO NOT Clear Call Light Until Issue Is Resolved

Every Call Light Every Time



NO
PASSING
ZONE



Alton Ragsdale, COTA, DOR
Janet Worcester, RN, DON