

Policy for
Keeping Track Of A Patient's Hearing Aids, Dentures and Eye Glasses

Policy Number: PBC1001

Policy Type: Administrative and Nursing

Policy Scope: Facility Wide

Distribution: To All Departments

Policy:

This policy is instituted to aid the patient and staff with the storing and inventory of the patient's hearing aids, dentures and eye glasses.

PURPOSE:

To help insure the patient's quality of life and dignity while the patient is in our care. To prevent the loss, damage and or having to search for the patient's hearing aids, dentures and eye glasses. To increase the patient and families' satisfaction with the care they and their loved ones receive. To reduce costs related to the loss, damage and replacement of hearing aids, dentures and eye glasses. To reduce the time staff is involved with searching for or replacing hearing aids, dentures and eye glasses.

PROCEDURE:

- 1) On admission to the hospital and/or unit, the patient will be asked if they have hearing aids, dentures or eye glasses. If they have any of these items, a *Personal Belongings Case*® will be issued to them and they will be instructed on its use.
- 2) If the patient has any of these items, it will be clearly noted on the admissions record in the appropriate area.
- 3) When the patient arrives at the assigned unit or room, a staff member will record on the chart in the appropriate designated area which, if any, of the three items the patient has and their whereabouts.
- 4) At either shift change or meal time, the whereabouts of each of these items will be documented. The items will either be on the patient or stored appropriately in *The Personal Belongings Case* ®.
 - a) In the event the hearing aids, dentures or eye glasses are NOT found to be on the patient or in *The Personal Belongings Case*®, an immediate search will be instituted for the item(s).
 - b) The Nursing Supervisor on duty will be notified as soon as it is realized the item(s) are missing and an incident report will be completed per hospital policy if the item(s) cannot be found or is found to be damaged.
- 5) When the patient is transferred from one unit or department to another, the whereabouts of these items will be documented and a verbal report given to the staff receiving the patient.
- 6) If at any time the patient decides to let someone take these belongings, appropriate documentation will be made and the patient or the patient's designee will be asked to sign and witness the transfer.
- 7) At discharge from the hospital the disposition, location and condition of these items will be noted by staff and patient or patient's designee.
- 8) Given the added effort of the hospital providing a *Personal Belongings Case* ® for patient items and the heightened monitoring of these items by nursing and ancillary staff, the final and ultimate responsibility for these items is on the patient and their family. A note documenting that the patient and family have been made aware of this policy and the procedures will be witnessed by another hospital staff member, patient or family member.

POLICY GOALS

- 1) For the PURPOSES of the POLICY to be met.
 - a. Patient satisfaction scores concerning their perceived care will increase.
 - b. Hospital expenditures for lost and damaged hearing aids, dentures and eye glasses are greatly reduced or eliminated.
 - c. To reduce the amount of nursing and ancillary staff hours in dealing with item b.
 - d. To increase the time and satisfaction of nursing and ancillary staff in caring for the patient.
- 2) For the patient and family to know that we care about their quality of life and dignity and to see it happen in tangible ways.

