

Patient identification is the first element of a patient's care process in a health facility. This identification must be subject to a priori vigilance to avoid dangers or risks that may follow throughout this process. The system for monitoring and preventing risks and errors related to the identification of patients constitutes identity vigilance. At the International University Hospital Sheikh Khalifa IBN ZAID (HUICK) of Casablanca in Morocco, it concerns several categories of professionals, ie all the persons responsible for creating the files in the computer system of the patients, in particular the medical secretaries and the agents as well as the persons responsible for verifying the patient's identity at each stage of care, particularly the stretcher bearers. Staff responsible for ensuring compliance with the measures taken by management in this area are also concerned. Our study aims to make an inventory of the practice of identity-vigilance within the HUICK as well as to identify the risks of errors related to this identification and to prevent them by proposing concrete recommendations. We thus realized a mixed study from August to October 2018. The tools used for data collection have been developed to check the compliance of the procedures in force in the institution; the data was processed using the Microsoft Excel 2016 software. Out of a total of 16 consulting services considered, 49 medical secretaries and admissions officers out of a total of 66 joined. It has been found that these agents, in the majority of cases, respect the procedures whether before or after having benefited from the training. A minority of these agents do not follow procedures. However, of the 11 stretcher-bearers among 19 audited, only 5% of them, especially those in the operating theater, adequately verify the patient's identity; the remaining 85% of the stretcher bearers do not verify the identity of the patients before transporting them to other departments, which can have adverse consequences. Finally, the practice of identity-vigilance, is a few details, well known by the staff concerned. This study shows that the practice of identity-vigilance, although generally controlled by all HUICK staff, remains to be improved. The institution must still invest in it, making constant efforts to make the procedures more known to the staff concerned, by training and especially by making them responsible.

Keywords: identity-vigilance, identity, errors related to patient identification, audit, HUICK