NATIONAL OPERATING ROOM NURSING AUDIT (NORNA)

ELEMENT 5: **CONTINUUM OF CARE**

5.5 RECEIVING PATIENT AT THE RECEPTION AREA

1. INTRODUCTION

Receiving patient for surgery at the reception area is an important perioperative process. It involves verifying the correct patient being received, using standard preoperative checklist to ensure patient safety, in line with "Guidelines of Safe Surgery Saves Lives", Ministry of Health.

2. OBJECTIVES

2.1 To ensure nurses receive the correct patient for the correct procedure, correct side and correct site of surgery.

2.2 To ensure nurses exhibit the caring component when receiving patient.

2.3 To ensure accurate and complete documentation of the perioperative checklist.

3. METHODOLOGY

3.1	Design	:	Direct observation of nurses receiving patient at the receiving area.
3.2	Setting	:	Operating Theatre (Reception Area)
3.3	Inclusion criteria	:	All patients entering reception area in Operation Theatre
3.4	Exclusion criteria	:	i) Patients who are intubated

ii) Patients requiring dire emergency operation

3.5 Population : Registered nurse

3.6 Sample design : Convenient sampling

3.7 Sample size : 50% of registered nurses from the Operation Theatre

3.8 Frequency : Twice per year

3.9 Duration : 2 months

4.0 Instrument : Check list (E5 AF 5.5 Pind.1/2026)

4. STANDARD

100% compliance to standard in receiving patients at the reception area.

5. DEFINITION OF OPERATIONAL TERMS

NO	TERMS	DEFINITIONS
1.	PERI-OPERATIVE CHECK LIST (SSSL POCL VER 2.0)	It is a formal document issued by the MOH for all surgical cases. • When receiving patient at the reception area, the attending staff nurse must complete the pre-operative check list section of the document. • The documentation of patient information in the pre- operative checklist is through face-to-face interaction with patient /careers, ward nurse and OT nurse.

2.	EQUIPMENTS	• Operating Room transportation trolley is an equipment used for transporting patient to the Operating Room. • Slider, roller, stretcher cover, poles and bars are apparatus used to transfer patients. • Electronic Medical Record (EMR) is a computerized medical record used in hospitals with Hospital Information System (HIS). • Implants are surgery devices temporarily or permanently placed into a part of the body.

6. WORK PROCESS

Structure
1. Each patient has current legal written order for surgery. 2. There is a standard operating procedure (SOP) for receiving patient at reception area. 3. Reception nurse. 4. The nurse has knowledge and is competent in receiving patient at the reception area. 5. Reception area (Air lock). 6. Patient Medical Record/ Electronic Medical Record (EMR). 7. Preoperative check list. (SSSL POCL VER.2.0 Form). 8. Consent forms for: 8.1 Surgery 8.2 Anesthesia 8.3 Blood Transfusion 8.4 Photos 9. OR transportation trolley. 10. Slider/ Roller/ pole and bar. 11. Pillow and blanket.

Process

1. Greet patient and introduce self.

2. Identify patient
   - 2.1 Ask patient's name.
   - 2.2 Verify with patient identification number/ Patient's Medical Record/ Electronic Medical Record (EMR).

3. Check consent form as below
   - 3.1 Name of patient.
   - 3.2 Identification number
   - 3.3 Guardian's identity (If patient is under age/ senile)
   - 3.4 Translator required for the language barrier
   - 3.5 Type of operation
   - 3.6 Side and site marking of operation
   - 3.7 Validity of the consent
   - 3.8 Patient's/ guardian signature or thumbprint
   - 3.9 Name, official stamp and signature of registered Doctor
   - 3.10 Witness's name, official stamp and signature

4. Confirm that patient is Fasting
   - 4.1 Time of last meal/ ryles tube feeding
   - 4.2 Time of last smoking/ vape

5. Check for removal items:
   - 5.1 Dentures
   - 5.2 Jewelry/ Accessory
   - 5.3 Contact lens
   - 5.4 Nail polish
   - 5.5 Under garment

6. Verify for allergies.

7. Verify for permanent prosthesis:
   7.1 Implant

8. Check for implant/ Drug required for surgery. Example:
   8.1 Intra ocular lens
   8.2 Prophylaxis antibiotic
   8.3 Chemo Port

9. Confirm time pre medication ordered and served.

10. Confirm blood or blood product availability.

11. Check Patient Medical Record/ EMR. Example:
   11.1 Blood investigation result
   11.2 X-ray/ Scan film
   11.3 ECG
   11.4 Previous medical records

12. Verify Check for latest vital sign, (repeat if necessary)

13. Provide operation room (OR) pillow and blanket

14. Locked OR transportation trolley and patient's ward trolley

15. Transfer patient to OR transportation trolley
   15.1 Assist patient
   15.2 Use a slider/ roller if patient is unable to move or stretcher cover, poles and bars when required.

16. Raise both sides of OR trolley Railing for patient safety.

Outcome
1. The nurse receives correct patient for correct procedure, correct side and correct site of surgery. 2. Consent is available, valid and complete. 3. The patient does not experience any injuries during transferring and transportation. 4. Comfort and privacy of patient is maintained at all times. 5. The nurse adheres to MOH patient safety guidelines. 6. Documentation is accurate and complete.

7. TECHNICAL SPECIFICATION FOR RECEIVING PATIENT AT THE RECEPTION AREA

Indicator	Percentage of compliance to standard in receiving patients at the reception area.
Rationale	To ensure the correct patient, correct surgery , correct site and correct side by using Peri-Operative Check List (POCL). It can reduce the rate of morbidity and mortality.
Definition	A reception nurse is responsible for receiving patients at the reception area and ensuring patient safety through the use of the World Health Organization (WHO) Surgical Safety Checklist (Ministry of Health Malaysia [MOH], 2021).
Criteria	**Inclusion:** All patients entering reception area in Operation Theatre **Exclusion:** i) Patients who are intubated

	ii) Patients requiring dire emergency operation
Numerator	Total conformance of items
Denominator	Total number of items – Total number of items marked as NA
Formula	$\frac{\text{Numerator}}{\text{Denominator}} \times 100\%$
Standard	**100%**
Data Collection	1. **Where:** Data will be collected at reception area in operation theatre 2. **Who:** Data will be collected by the NORNA committee in hospital. 3. **How to collect:** Audit Form (E5 AF 5.5 Pind.1/2026). 4. **How frequent:** Twice a year and duration 2 months 5. **Who should verify:** All data must be verified by the Head of Nursing.
References	1. **Ministry of Health Malaysia.** (2021). *Safe Surgery Saves Lives: Surgical Safety Checklist (MPSG 2.0)*. Ministry of Health Malaysia.

8. AUDIT FORM

NATIONAL OPERATING ROOM NURSING AUDIT			VERSION 8/ Pind.1/2026
ELEMENT 5	:	PERIOPERATIVE CONTINUUM OF CARE	
TOPIC	:	5.5 RECEIVING PATIENT AT RECEPTION AREA	DATE: 15 JAN 2026
DOCUMENT NO	:	E5 AF 5.5 Pind.1/2026	

OBJECTIVES

1. To ensure nurse receive the correct patient for the correct procedure, correct side and correct site of surgery.
2. To ensure nurses exhibit the caring component when receiving patient.
3. To ensure accurate and complete documentation of the preoperative checklist.

STANDARD : 100% compliance to standard in receiving patients at the reception area.

Date of Audit : .....

Locality : .....

Auditor : .....

Auditee : .....

N.B. Instructions for Auditors

1. To tick [√] at appropriate column.
2. S/ T/ D indicate soft skill/ technical skill/ documentation respectively.

S/N	ITEM	SOURCE OF INFORMATION	YES	NO	N/A
S1	Greet/ acknowledge patient	Listen/ Observe			
T2	Identify patient (2 Identifier)	Listen/ Observe			
T3	Check for operation consent a) Surgery b) Type of Anaesthesia c) Blood/ blood component d) Signature of patient/ guardian/ medical practitioner	Listen/ Observe			
T4	Check patient understanding towards his/ her operation. (Any explanation received by patient prior to consent)	Listen/ Observe			
T5	Recheck procedure with a) Consent b) Patient c) OT list	Listen/ Observe			
T6	Check side of operation	Listen/ Observe			
T7	Check site of operation	Listen/ Observe			
T8	Verify last meal/ ryles tube feeding/ last smoking/ vape	Listen/ Observe			
T9	Check for removable items a) Dentures b) Jewellery. c) Contact lens	Listen/ Observe			

	d) Implant/ foreign body				
T10	Verify allergies	Listen/ Observe			
T11	Check for availability of implant/ prosthesis for surgery	Listen/ Observe			
T12	Check for premedication	Listen/ Observe			
T13	Confirm blood or blood product availability	Listen/ Observe			
T14	Check for document a) Case note b) Relevant old notes c) Other document	Listen/ Observe			
T15	Check for imaging study a) X-ray film b) CT Scan/ MRI film	Listen/ Observe			
T16	Verify vital sign a) Blood pressure b) Pulse rate c) Temperature d) Respiration rate e) Pain score	Listen/ Observe			
S17	Provide OT pillow and blanket	Observe			
D18	Accurate and complete documentation	Observe & check written document			
T19	Transfer patient to OR transportation	Observe			

AUDIT REPORT

(Please [√] the appropriate box)

Rating:

Criteria	Item	Conformance	Non conformance	Not Applicable
Technical	16			
Documentation	1			
Soft skill	2			
Total	**19**			

Calculation: _____ X 100% = _____

REMARKS:

Auditor (name and signature) : ……

Calculation: $\frac{\text{Total conformance of items}}{\text{Total number of items – Total number of items marked as NA}} \times 100\%$

9. REFERENCES

Ministry of Health Malaysia. (2021). *Safe Surgery Saves Lives: Surgical Safety Checklist (MPSG 2.0)*. Ministry of Health Malaysia.