

## Clinical Safety & Effectiveness Cohort # 9

# The Development of a Standardized Protocol For Resident Hand-Offs on the Podiatric Patient



SAN ANTONIO

**Educating for Quality Improvement & Patient Safety** 

#### Financial Disclosure

Michael G. Palladino, DPM Credentials, has no relevant financial relationships with commercial interests to disclose.

#### The Team

Division: Podiatry

Michael G. Palladino, DPM - CS&E Participant

Crystal Ramanujam, DPM - Faculty

Roberto Rodriguez, DPM – Faculty

Matt Kindle, DPM (PGYIII-Chief Resident)

Alex Stewart, DPM (PGYIII)

Brian Selbst, DPM (PGYIII)

Amruta Parekh, MD, MPH -Facilitator

Sponsor Department

**Orthopaedics/Division of Podiatric Medicine & Surgery** 

Thomas Zgonis, DPM

#### **OUR AIM STATEMENT**

The aim of this project is to improve the process of resident to resident hand-offs by 10% on the podiatric patient at UHS by developing a comprehensive, stream-lined checklist that will be consistently used during A.M. and P.M. hand-offs.

#### **Project Milestones**

•	Team Created	
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•	AIM statement created	October, 2011
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•	Weekly Team Meetings	Oct. 2011- Feb. 2012
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- Background Data, Brainstorm Sessions, Oct. 2011- Feb. 2012
   Workflow and Fishbone Analyses
- Interventions Implemented January 25, 2012
   Date
- Data Analysis
- CS&E Presentation February 24, 2012

October, 2011

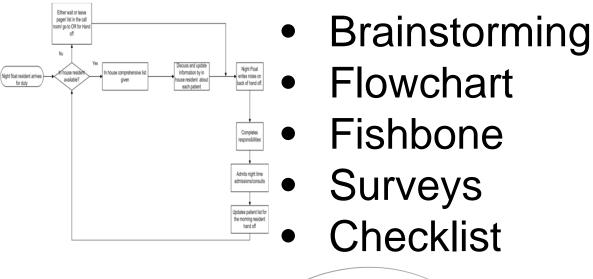
November 15, 2011-

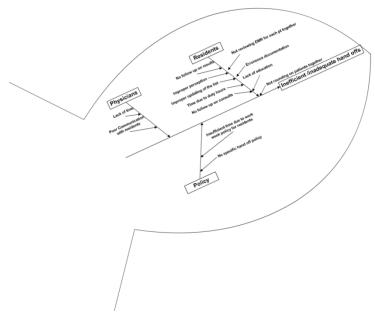
February 20, 2012

#### Background

- JCAHO defines a "handoff" as a contemporaneous, interactive process of passing patient-specific information from one caregiver to another for the purpose of ensuring continuity and safety of patient care (Wayne 2008).
- January 1, 2006 JCAHO National Patient Safety Goal: Implement a standardized approach to "handoff" communications (Arora 2006).

#### Selected process analysis tools







	ted Content Checklist for Podiatric Hand-Off
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### Resident and Faculty Survey

		Strongly Agree	Agree	Disagree Strongly	Disagree
	I. Are you satisfied with the present hand-off protocol?				
	Is the hand-off protocol consistent?     (Is the protocol the same regardless of which resident is handing off?)				
	Is the hand-off protocol efficient? (Are you getting the necessary information about each patient in the shortest period of time?)		0	0	0
4	i. As the recipient of the hand-off, are you presented with the necessary information to be fully informed about each patient?		0		0
5	As the resident handing off, do you feel that you present the necessary information to fully inform the incoming resident about each patient?		0	0	
6.	Do you feel that the present protocol runs the risk of compromising patient care?	0	0	0	0
7.	Do you feel that a sufficient amount of time is dedicated? to the present hand-off protocol?			0	0
8.	Do you feel that the present hand-off protocol is deemphasized and rushed?	0		0	0
9.	Were you ever involved in a hand-off where lack of good communication led to uncertainty during decisions on patient care.				
10.	Would a paper or electronic template in the form of a check list improve the hand-off protocol?		0		0
II.	How much time do you spend on a hand-off?				
12.	How would you improve the present hand-off protocol?				

		FACULTY SURVEY OF R	ESIDENT HAND-OFF	FS	
		Strongly Agree	Agree	Disagree Strongly	Disagree
	Are you satisfied with the present resident hand-off protocol?	О	0	0	а
	Based on the present resident hand-off protocol, are you fully informed about your patient's condition when questioning the respective resident(s)?	0	0	0	0
	<ol> <li>Do you feel that the present resident hand-off protocol runs the risk of compromising your patient(s) care?</li> </ol>	0	0	0	0
	Do you feel that a sufficient amount of time is dedicated to the present resident hand-off protocol?	0	0	0	۵
5	Do you feel that the residents rush through the present hand-off protocol?	0	0	0	0
6	Has one of your surgical cases ever been cancelled or delayed based on pertinent patient information that was not conveyed during the resident hand-off?	0	0		0
7.		0	0	0	٥
8.	Has a resident ever complained to you about being dissatisfied with the present resident hand-off protocol?	0	0	0	0
9.	Have you noticed inaccurate or missing patient information after the morning hand-off?	0		0	О
10.	Have you noticed inaccurate or missing patient information after the evening hand-off	0		0	0
11.	Do you feel the need for a more standardized hand-off protocol?	п	0	0	0

