



Clinical Safety & Effectiveness

Cohort # 9

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



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.

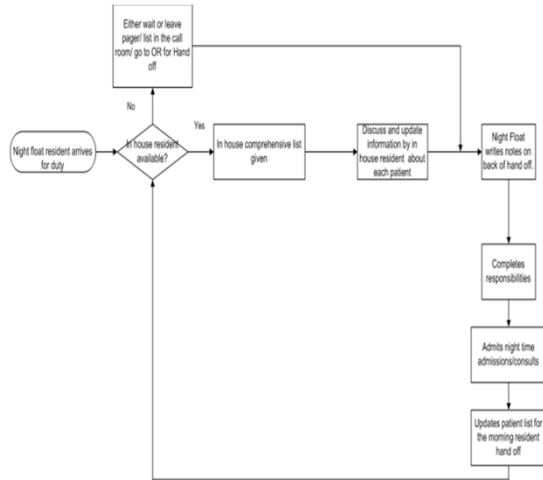
Project Milestones

- Team Created October, 2011
- AIM statement created October, 2011
- Weekly Team Meetings Oct. 2011- Feb. 2012
- Background Data, Brainstorm Sessions, Workflow and Fishbone Analyses Oct. 2011- Feb. 2012
- Interventions Implemented Date January 25, 2012
- Data Analysis November 15, 2011- February 20, 2012
- CS&E Presentation February 24, 2012

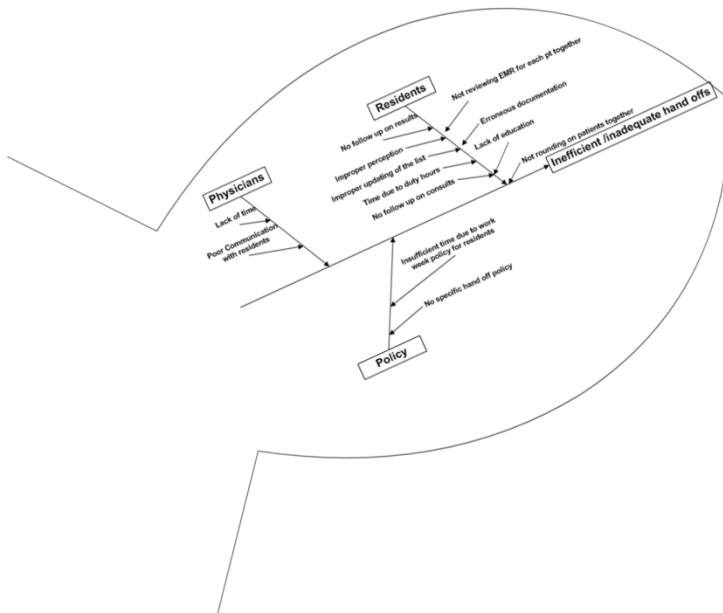
Background

- 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



- Brainstorming
- Flowchart
- Fishbone
- Surveys
- Checklist

[illegible]

Resident and Faculty Survey

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

FACULTY SURVEY OF RESIDENT HAND-OFFS				
	Strongly Agree	Agree	Disagree Strongly	Disagree
1. Are you satisfied with the present resident hand-off protocol?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Based on the present resident hand-off protocol, are you fully informed about your patient's condition when questioning the respective resident(s)?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Do you feel that the present resident hand-off protocol runs the risk of compromising your patient(s) care?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Do you feel that a sufficient amount of time is dedicated to the present resident hand-off protocol?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Do you feel that the residents rush through the present hand-off protocol?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
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?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
7. Do you think that the residents are satisfied with their present hand-off protocol?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
8. Has a resident ever complained to you about being dissatisfied with the present resident hand-off protocol?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
9. Have you noticed inaccurate or missing patient information after the morning hand-off?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
10. Have you noticed inaccurate or missing patient information after the evening hand-off?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
11. Do you feel the need for a more standardized hand-off protocol?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

