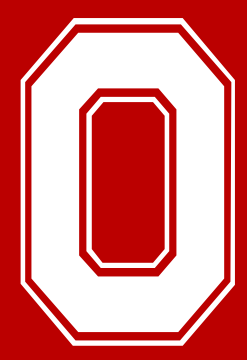


Streamlining Handoffs: Implementing an Improved Care Transition Support Tool on an Inpatient Psychiatric Consultation Service



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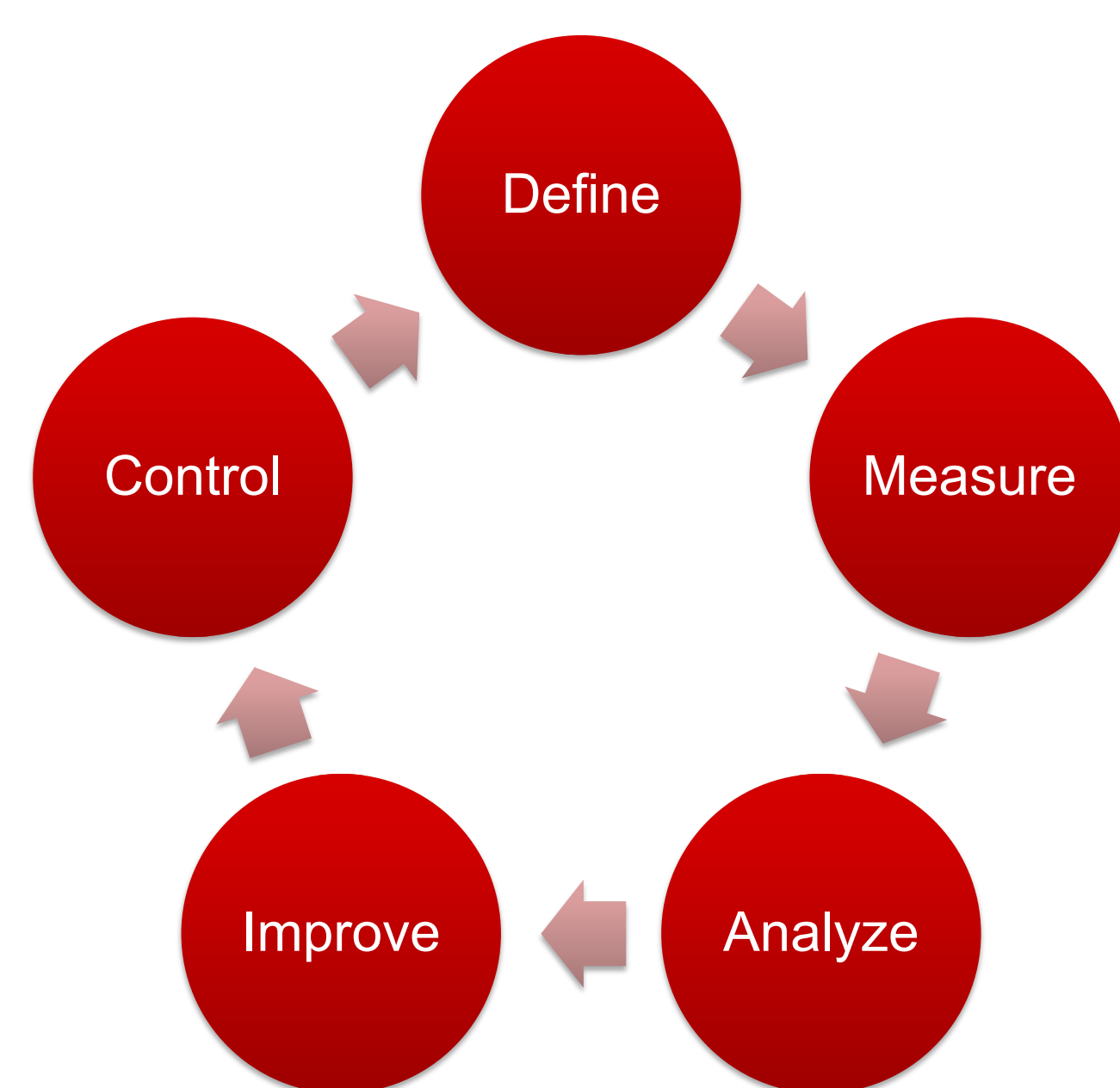
Problem Statement

According to resident survey, 85% of residents were not satisfied with the current handoff process for inpatient handoffs on Consult Liaison Psychiatry service. Inpatient handoffs without formal structure can lead to inefficiencies, lengthy sign out processes, missed important clinical information due to variations in practice, and patient safety concerns. We aim to improve resident satisfaction by at least 50% within three months of implementation of a standardized written sign out process which improves clarity and efficiency.

Intervention

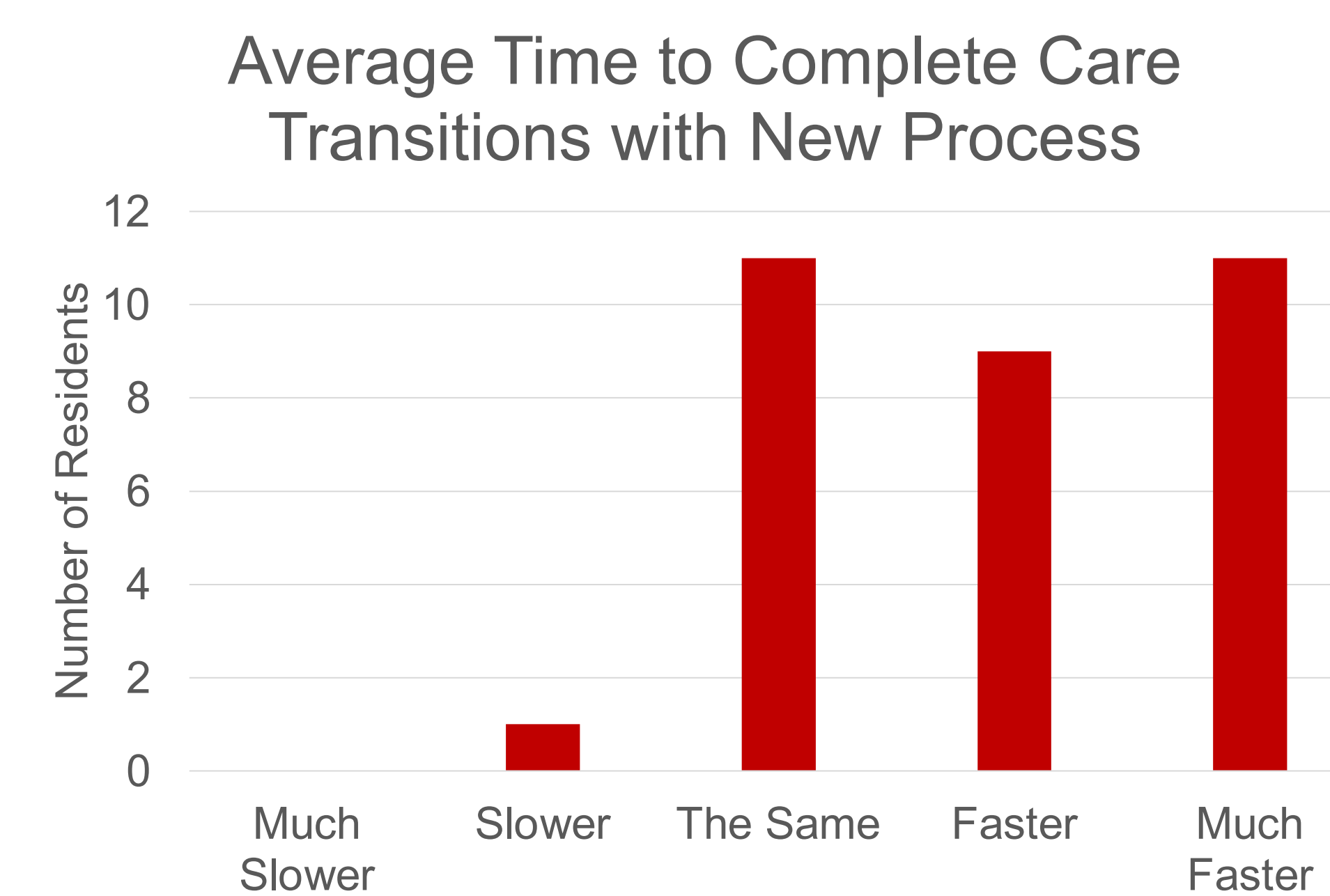
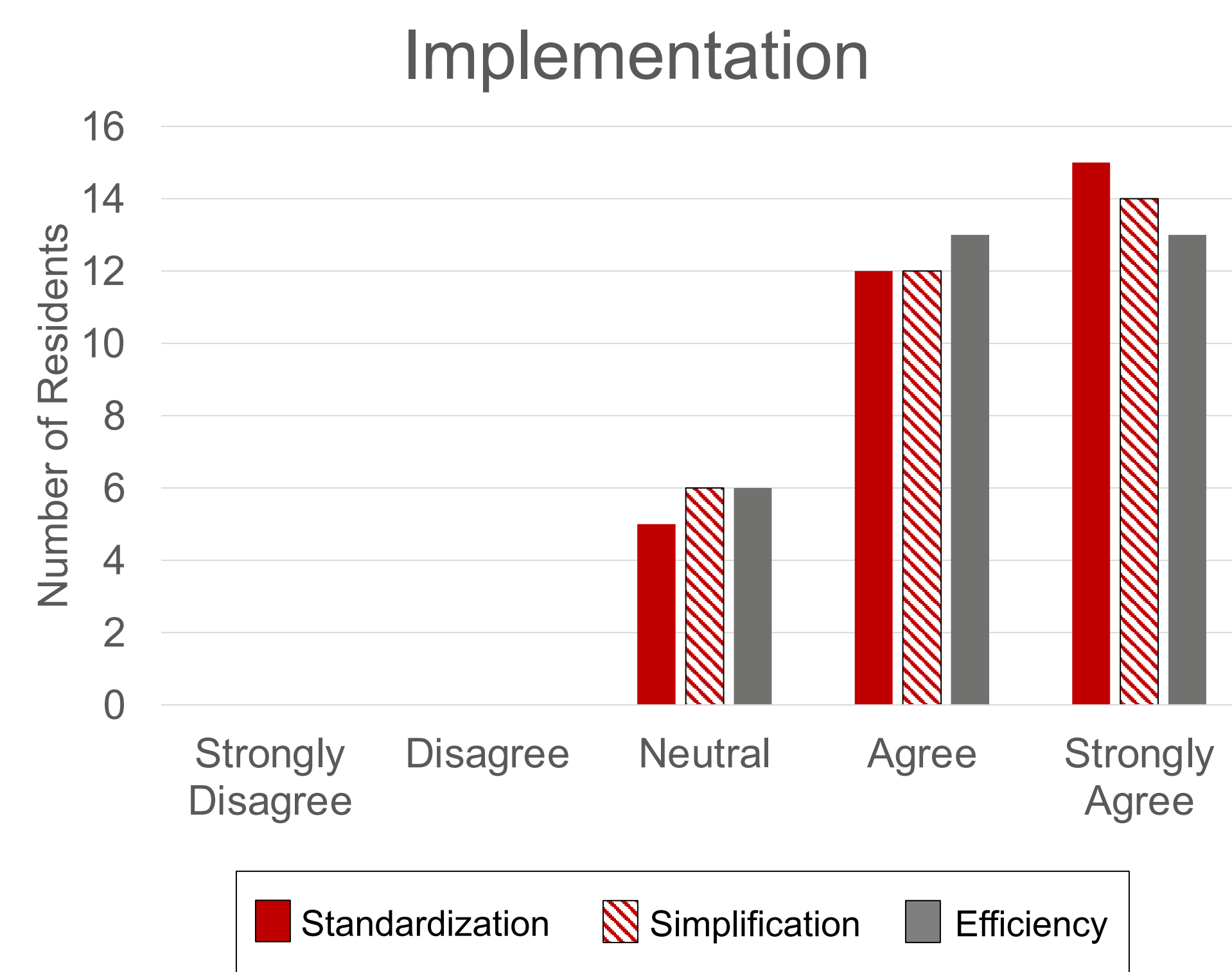
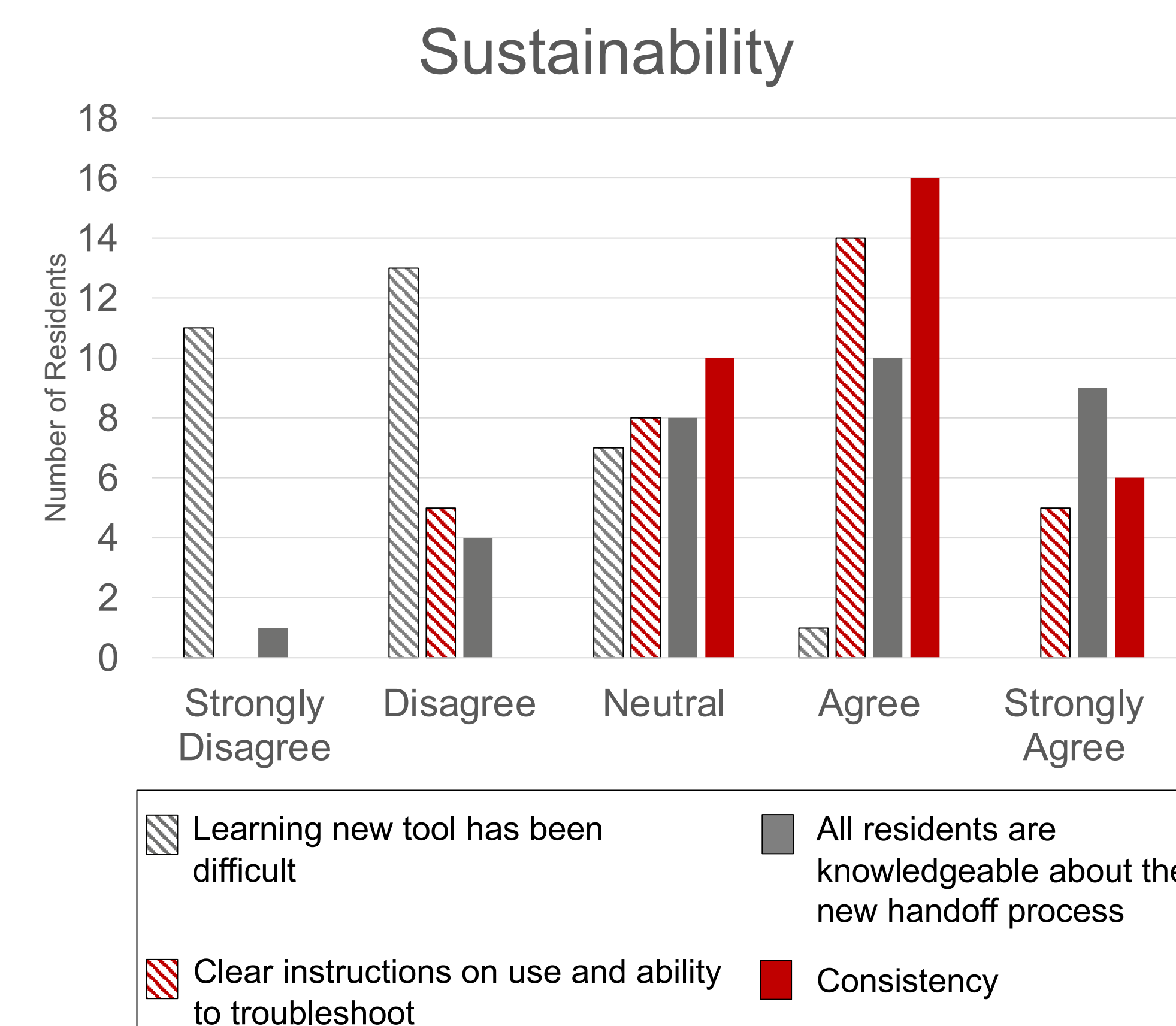
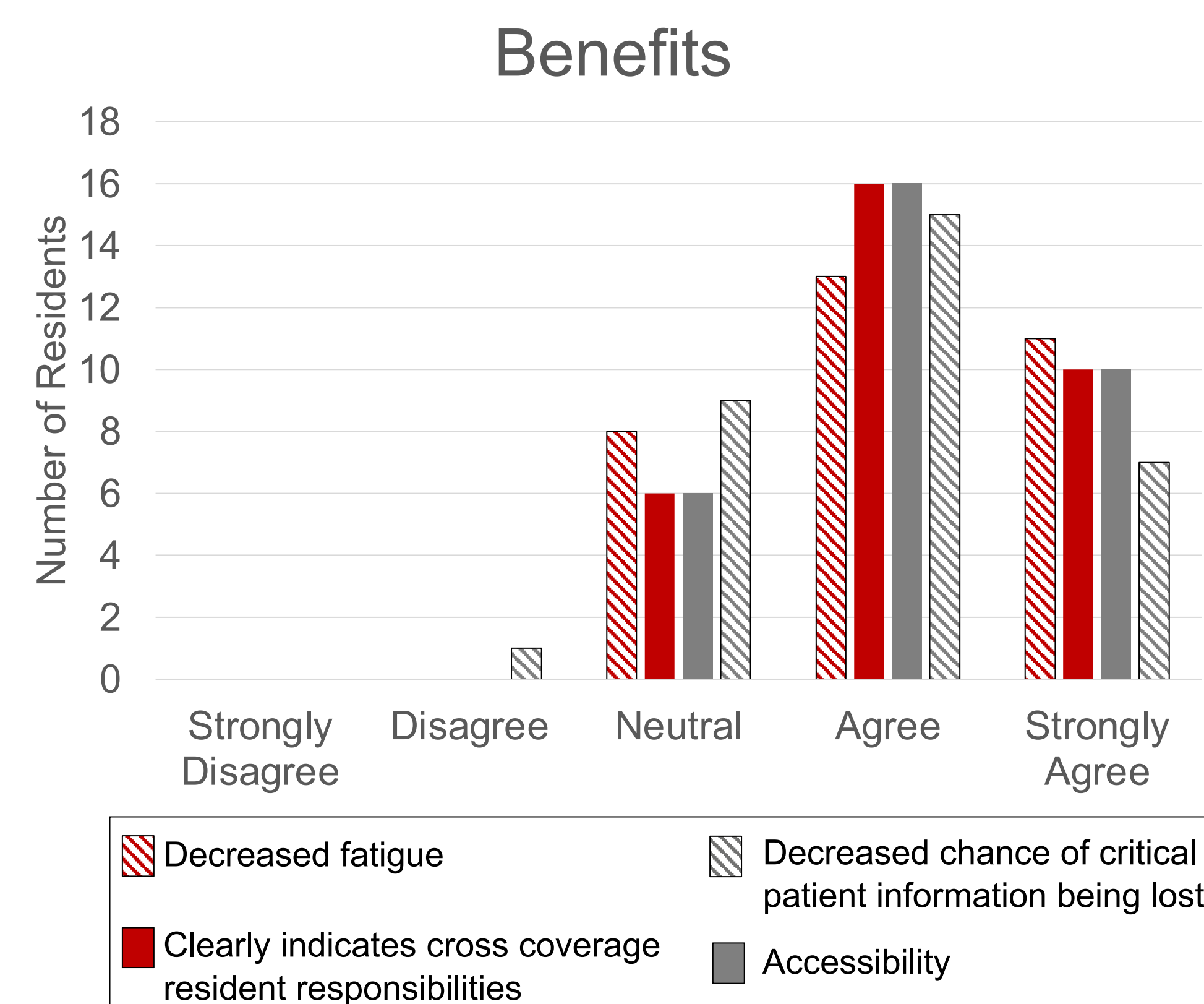
- Restructuring our change-of-duty written communication transformed lengthy, text driven narratives to a templated spreadsheet with visual cues to reinforce clinical workflows.
- In addition to verbal sign-out, the new process leverages improvements in our institution's secure file sharing platforms by permitting simultaneous co-editing, improved file sharing, secure access, and portability.

Methodology



- The restructured support tool was developed and tested over a three-month period with positive initial feedback from trainees and faculty; ongoing use will yield further opportunities for improvement and process control.
- Training modules were developed to standardize new trainee onboarding, process utilization and real time support.
- An implementation survey was conducted to assess trainee satisfaction with the new workflow.

Outcomes



Lessons Learned

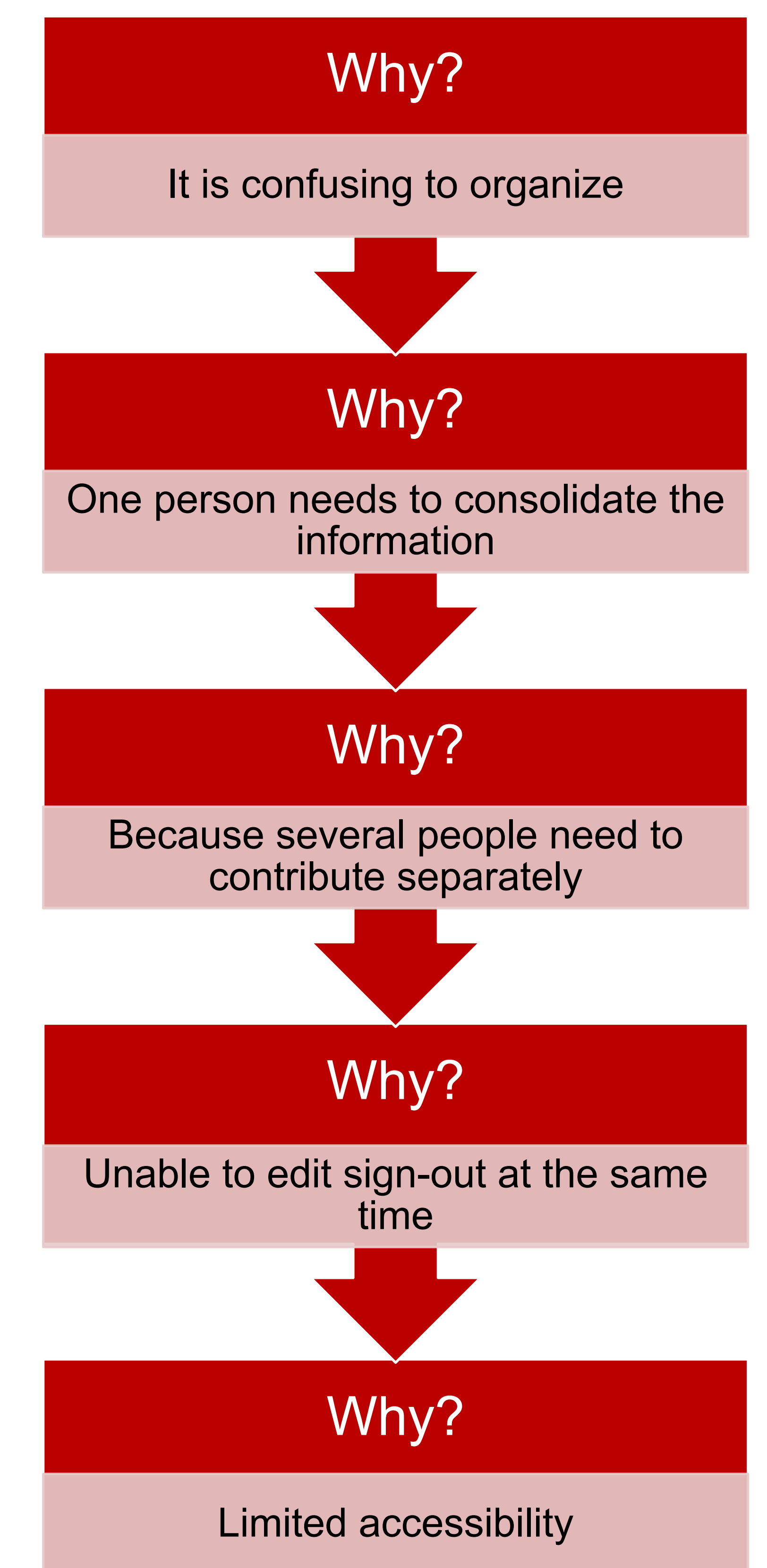
- Acceptance from the majority of each stakeholder group is key for intervention to be successful (including faculty)
- Beta testing with a smaller group prior to presenting to the larger group promotes better implementation results
- Survey could have been more insightful if indicated responses by level of training residents are currently in

Sustainability

- Fellows and service faculty continue to supervise ongoing adherence to the new handoff workflow.
- Targeted education to the new process occurs with each new academic block personnel rotation.
- Post-implementation resident survey results may identify additional opportunities for improvement. We anticipate modifications to future intern orientation sessions to reinforce sustainability.

5 Whys?

Problem: Sign-out is taking a long time



References

- Slaghuis SS, Strating MM, Bal RA, Nieboer AP. A framework and a measurement instrument for sustainability of work practices in long-term care. BMC Health Serv Res. 2011 Nov 16;11:314.
- Clark CJ, Sindell SL, Koehler RP. Template for success: using a resident-designed sign-out template in the handover of patient care. J Surg Educ. 2011 Jan-Feb;68(1):52-7.