Healthcare Organization Commitment

Contact Details

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Commitment Details

**Commitment Name**  
Hand-Off Communications

**What Patient Safety Challenge does your Commitment address?**  
Challenge 6 - Hand-off communications

**Commitment Start Date**  
30/06/2017

**How Many Hospitals Will This Commitment Represent**
**Commitment Summary**

Our present hand off system did not include the examinations rooms and wards, emergency room. Various adverse events were noted in the past as a result. Our present commitment will address this shortcomings and extend the hand off between all examination units and the ward and emergency room.

**Commitment Description & Detail**

We plan to build the hand-off system between examination rooms (radiology and all other special examination units eg. endoscopy, neurology etc.) and our wards. We would form an improvement team involving radiology and wards first. After workflow and is fully discussed, an electronic hand-off system would be built covering various recording of procedures eg. tube insertions, in radiology departments. Then other examination rooms would be included gradually by building various hand-off forms into the system.

**Action Plan**

1. Formation of multidisciplinary team, including members from Quality center, Nursing, Radiology, IT department, Medical informatics, Intensive care units, Emergency, Internal medicine.
2. Analyze incidences of errors related to handoff between wards, emergency room and examination rooms.
3. Establish improved handoff workflow.
5. Building recording and monitoring system relating to catheter and tubes insertion during examination procedures. Reminders system for managing the inserted tubes and catheter using information technology.
6. Education of physicians and related healthcare workers for handoff process and new IT tools.
7. Implementation of the improved handoff and reminder system.
8. Evaluation and monitor the handoff processes. Constant review and improvement.

**Commitment Timeline**

4/2017: Multidisciplinary Team formation
5/2017: Project plan established
6/2017: Analyze situation and past events, literature review
7/2017: Establish guidelines for handoff
8/2017: Implement improved handoff workflow and tools
12/2017: Analyze handoff execution compliance.
1/2017: Evaluation and improvement of the process
2/2018 to 12/2019: evaluation and monitoring every 6 months

**Impact Details**

**Lives Saved**