



Healthcare Organization Commitment

Contact Details

Name

Chieh-Liang Wu

Phone

886-4-23592525 ext.2079

Email

roro03200320@gmail.com

Position

Chief, Center for Quality Management

Organization Name

Taichung Veterans General Hospital

Organization Address

Xitun District
, 407
Taiwan

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. 4. Building of IT tools and systems for using mobile devices for improving handoff processes. 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