



Healthcare Organization Commitment

Contact Details

Name

James Cappon

Phone

714-509-8590

Email

jcapon@choc.org

Position

Chief Quality Officer

Organization Name

CHOC Children's Hospital

Organization Address

1201 West La Veta Avenue
Orange, 92868
United States

Commitment Details

Commitment Name

APSS #6: Hand-off Communications

What Patient Safety Challenge does your Commitment address?

Challenge 6 - Hand-off communications

Commitment Start Date

01/01/2011

How Many Hospitals Will This Commitment Represent

Commitment Summary

Accurate and complete hand-off communications (HOC) are vital to patient safety. Modern healthcare practices, particularly inpatient, result in an increased number of potential handoffs. Examples include covering physicians, notably resident physicians due to duty hour restrictions, nursing mandated breaks and required coverage, and increased throughput effectiveness, which can shorten length of time in any given location. When HOC information is incomplete or erroneous, serious patient harm can occur. The establishment of accurate, complete, effective HOC requires an implementation plan, checklists and mindful participation. In some circumstances, families can provide valuable information and clarity; in all cases, lack of communication continuity amongst caregivers is a negative patient experience satisfier.

Commitment Description & Detail

CHOC Children's began formalized work on Handoff Communication in 2011 with participation in a national collaborative of the Children's Hospital Association. In conjunction with some 30 partner children's hospitals, best practices were tested and developed to effectively and accurately communicate essential information in standardized fashion amongst caregivers of multiple types. This progressed to more recent CHOC activities in this area including electronic, templated bedside shift change handoffs between nurses that include parents. A recent Performance Improvement team concluded its work in that realm, but reducing communication failures which have clinical consequences remains an annual goal of the organization's Patient Safety Committee. Specifically, the Patient Safety Goal is "Reduce Care Failures Due to Handoff Communication." Such events are captured in our electronic Safety Reporting System, and due to safety culture improvements, self-reporting is on the rise. Our expanding Good Catch program frequently harvests examples of communication failures and rescues amongst its accumulated safety reports. In alignment with the Patient Safety Movement Foundation's Actionable Patient Safety Solutions (APSS) checklist, CHOC Children's Hospital has completed and reached our goal for utilizing the below checklist items.

Action Plan

-Educate all hospital staff on the following principles and requirements for effective HOC: - We have identified seventeen different categories of HOC that commonly occur in hospitals or other care units. Each of these categories requires a specific HOC checklist. We have developed the first 6, ready to be implemented: § 1b – Emergency Department to Operating Room § 2f – Hospital Unit to Home (discharge) § 2g – Hospital Unit Shift Change § 3b – Operating Room to Hospital Unit § 3c – Operating Room to Home § 4c – Hospital to Outside Care Unit In addition, an essential handoff in our organization is from Emergency Department to Inpatient Unit, and Emergency Transport Team to Inpatient Unit.

Commitment Timeline

CHOC Children's currently has these checklists items are in place. Our commitment to this

topic is deep will be ongoing, with annual reporting on this APSS to PSMF.