

Lucindia Williamson, BSN, ONC, Ambulatory Pain Clinic

Purpose

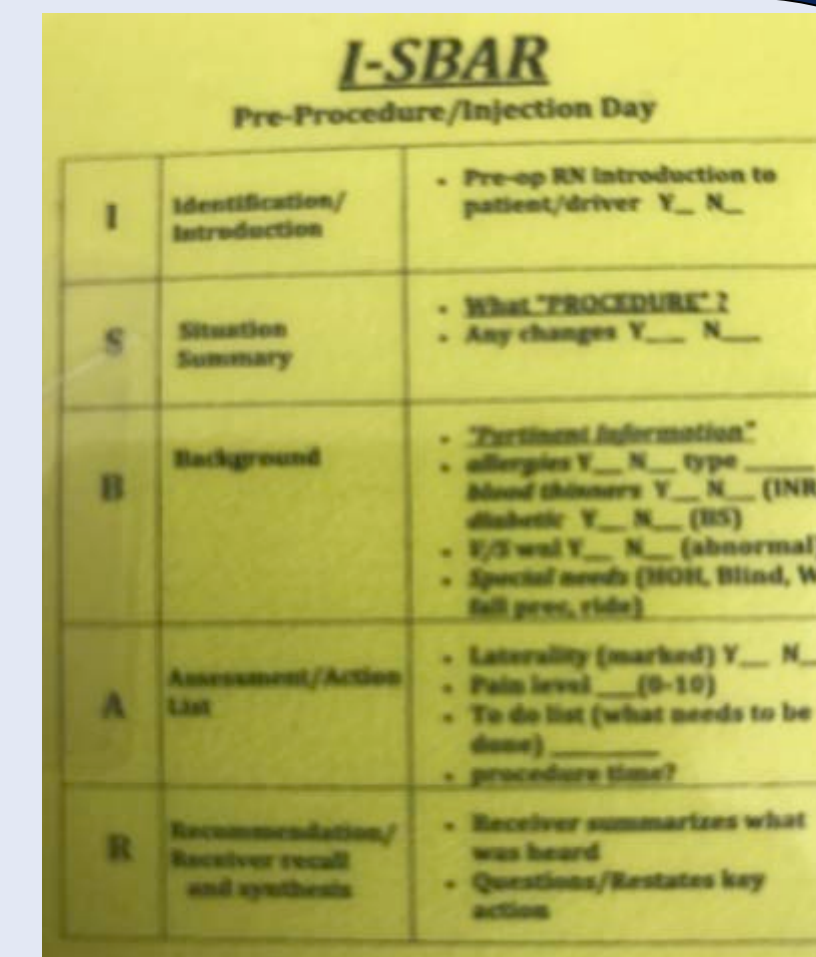
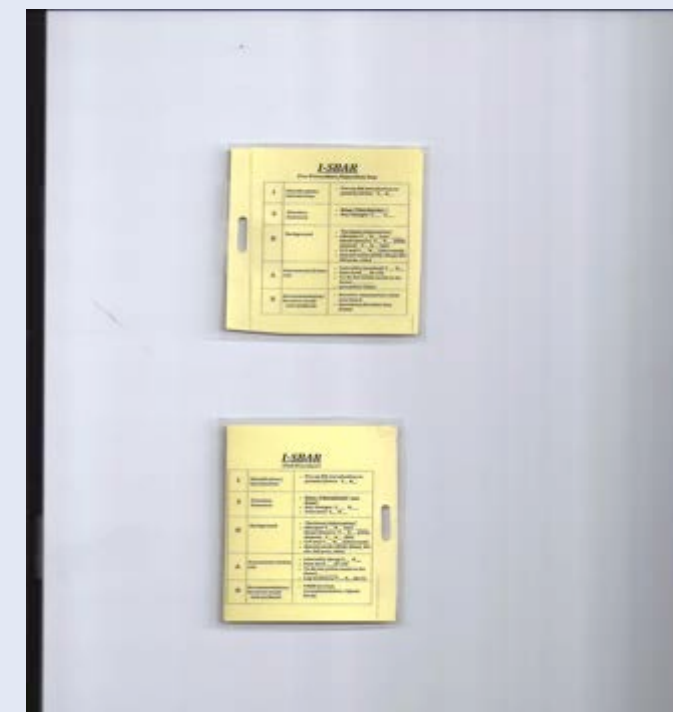
- Patient safety
- Safe and effective hand-offs
- Reducing communication errors
- Standardization of the hand-off process

Rationale/Background

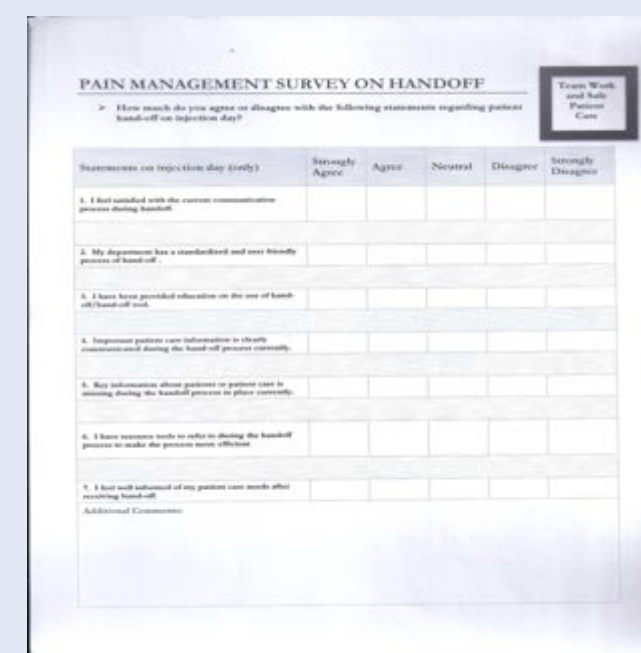
- Communication errors are contributing factor to two-thirds of sentinel events.
- Ambulatory care settings have different work flows with rapid patient turnover.
- Hand-offs do occur with potential for miscommunication and harm to patients.

Methods

- Need to develop a **standardized** tool for patient hand-offs.
- Nurses utilizing unit based council structure developed a handoff tool (ISBAR) framework.
- Tool applicable to this patient population.
- Nurses perception/satisfaction were then measured pre and post implementation.

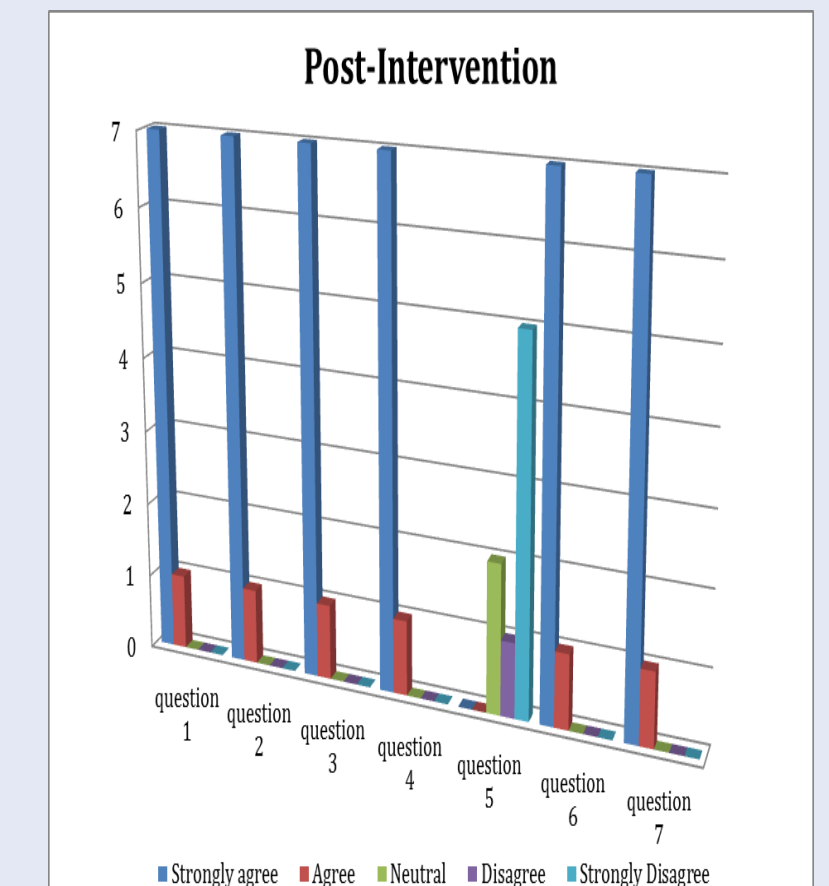
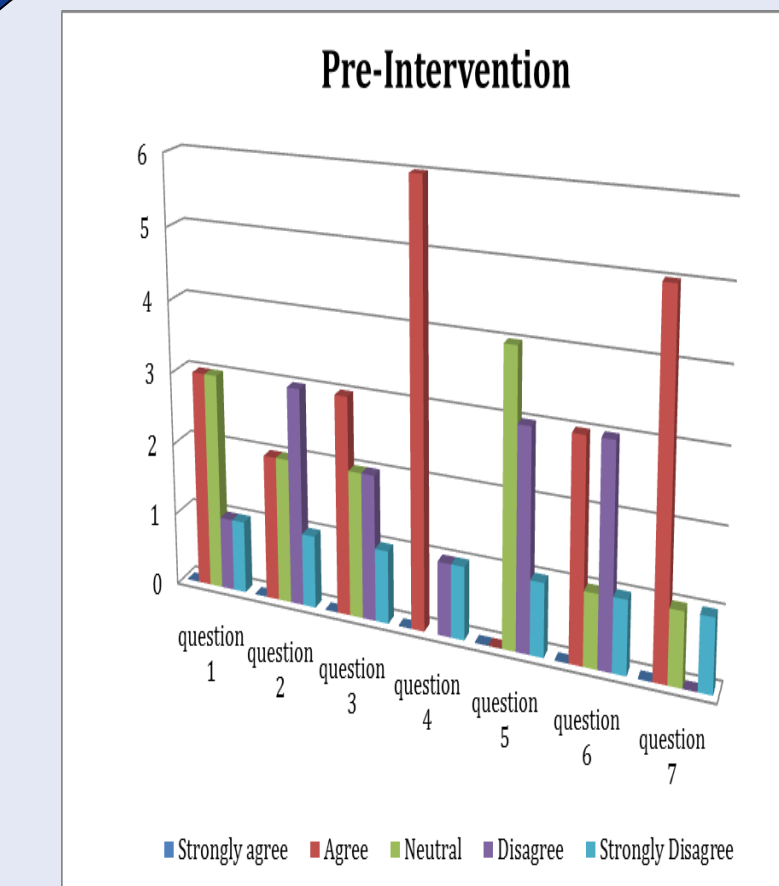


Pre and Post Likert scale Intervention Survey



Outcomes

- Survey results indicated nurses felt ISBAR had improved the hand-off process from 73% pre to 88% post implementation.
- Improved job satisfaction and adoption by all members.



Survey Questions 1-7

1. I feel satisfied with the current communication process during hand-off.
2. My department has a standardized and user friendly process for hand-off.
3. I have been provided education in the use of the hand-off/hand-off tool.
4. Important patient care information is clearly communicated during the Hand-off process.
5. Key information about patient and patient care is missing during the Handoff process
6. I have resource tools to refer to the handoff process to make it more efficient.
7. I feel well informed of my patient care needs after receiving handoff.

Conclusions

- An ISBAR tool created by nurses was a valuable technique that improved patient safety and facilitated a smoother work flow.
- Nurse engagement was key to successful adoption.

References

- The Joint Commission, Sentinel event statistics data: root causes by event type (2017). Retrieved from www.jointcommission.org/Sentinel_Event_Statistics.
- Cudjoe, K., (2016). Add identity to SBAR. *Nursing made Incredibly Easy*: 14(1): 6-7. doi: 10.1097/01.NME.0000475212.01090.46.