

THE PATIENT PASSPORT: USING RPIW TO IMPROVE TEAM HANDOFFS

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Background Information: The need for a better way to share Preoperative patient information among the Periop team (Preop RN, OR circulator RN, CRNA) was identified. A previous handoff attempt with an in-person 3-team huddle was not effective or sustainable.

Objectives of Project: Use the Rapid Process Improvement Workshop method to identify a handoff solution among the Perioperative team regarding Preop preparation. Do a 5-day process for fast change, including evaluation and improvements.

Process of Implementation: Used the Rapid Process Improvement Workshop 5-day process:

- Four all-day workshops: Multidisciplinary group of frontline staff and leaders analyzed obstacles and proposed solutions.
- Patient Passport tool conceived and created on paper.
- 5th day--trialed passport with selected staff in Preop.
- The next week: trialed paper passport among the entire team, collected evaluations. Follow-up meetings to make changes from evaluations feedback.
- Informatics nurse created sticky note for electronic version of the passport and tip sheet. 1:1 training for introduction and "go-live" of electronic version.
- Follow-up evaluations and meetings for continuous improvement.

Statement of Successful Practice: RPIW is a quick method to improve a process, although ongoing actions are needed to sustain and continuously improve it.

Success measured by:

- Attempted and achieved this process in one week.
- Participation by staff and leadership—project prioritized; staffing to support the workshop days.
- Ongoing weekly audits; workgroup participation to sustain change.
- Response
 - Staff
 - positive feedback in evaluations
 - willingness to use the tool and offer suggestions for improvement
 - Patient in Preop
 - "I appreciate that I can see the team communicating and working together as they talk about my case."

Implications for Advancing the Practice of Perianesthesia Nursing: Our previous ASPAN posters (2015, 2016, and 2017) presented innovative ideas from frontline staff for workflow process improvements. This new collaboration between Perioperative departments (Preop, OR circulator, CRNA, PACU) led to a solution to improve department workflow efficiency and enhance patient and staff satisfaction. Support by leadership allows staff the time to tackle frontline issues and fosters enthusiasm for improvement initiatives.