CHANGING CULTURE IN HAND OFFS REPORT BETWEEN INPATIENT & PREP/HOLDING

Dina A. Krenzischek, Deborah Harris & Felisa Tanseco

Background:

Hand Offs report is a critical part of safe continuum of care. Historically, Prep/Holding received patients from multiple inpatient units with no or minimal report and the opportunity to ask questions from the sending nurse was a challenge. As a result some patients who arrived in Prep/Holding were sent back for further workup, canceled, delayed for surgery, and others. Therefore, the staff driven communication initiative to change culture was needed to improve safe care.

Objectives:

The goal was to have an actual patient report and discussion between inpatient and Prep/Holding nurses prior to patient’s leaving the inpatient unit. Establish key elements to assess patient’s readiness for surgery and safe transfer of care. Identify barriers of reporting and establish actions items. Increase sensitivity of units’ limitations.

Process:

Multiple inpatient units were informed about the importance of Hand Offs to Prep/Holding. However, inconsistency in practice continues to prevail due to multiple factors. Therefore, the Prep/Holding staff implemented various approaches directly to the grass roots level from primary to Charge Nurse and in collaboration with OR pick up staff.

Successful Practice:

Within a year the Hand Offs call increased from <10% to > 98% and returning back the patients have decreased.

Implications:

The perianesthesia staff initiated strategy was very effective. Changing safety culture on Hand Offs requires understanding of values like sensitivity and acceptance of limitations.

CSP 22