Improving Patient Flow: A Handoff System from the PACU to Inpatient Area
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**Background:** Current telephone handoff report process between PACU RN and Inpatient RN was frustrating and inefficient. It required multiple phone calls, taking nurses away from patient care and causing delays in transfers.

**Objective:** Handoff report to be given on first phone call attempt

**Implementation:** Nursing representation from both inpatient unit and PACU discussed current process, conducted literature review and strategized on methods of improvement. Building on a model developed by our ASPAN colleagues at Bringham and Woman’s Hospital PACU, a system was implemented to alert staff in advance via telephone call that the inpatient RN would be receiving report from the PACU RN in twenty minutes.

**Successful practice:** Data showed enhanced reporting times, decreased phone call attempts and improvement in patient flow. Advanced notification of patient transfer, allowed the inpatient nurse to prepare for report and the patients arrival, ultimately improving patient safety. Nurses in both areas reported decreased telephone time led to increased available time for direct patient care and strengthened relationships between units.

**Implications for advancing practice:** The system assists in maintaining an efficient PACU patient flow, facilitating OR efficiency, cost containment, patient safety, staff job satisfaction and patient and family satisfaction.