Title: Surprise! I’m Here To Pick Up The Patient…Standardizing The On-Call Process

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Background: Operating Rooms and Procedure Areas throughout the hospital system experienced delays when putting patient’s on-call because inpatient units did not have pertinent patient information readily available.

Objectives of Project:
 Standardize information requested by all receiving units
 Standardize preoperative/pre-procedure intrahospital hand off form
 Standardize paging scripts
 Standardize time allotted from on-call to patient pick up

Process of implementation:
 Define receiving units and agreement to participate
 Receiving units met to determine standard information needed from sending units when putting patients on-call
 Selected pilot units and contacted to participate
 Receiving units and pilot sending units met to develop process and agree on the patient hand off form content
 Pilot completed and changes to process and form made
 Final process and preoperative/pre-procedure intrahospital hand off form to Integrated Clinical Council and Nursing Leadership Forum for approval
 Contacted Educational Services for Nursing to assist with education and implementation

Statement of successful practice:
Nurses and clerical staff report satisfaction with the standardized process. Nurses on sending units have fewer interruptions to provide information to receiving units. Receiving units have fewer delays picking up patients.

Implications for advancing the practice of perianesthesia nursing:
Standardized process improves compliance by sending units to provide pertinent patient information, improves efficiency of on-call process and enhances patient safety.