

IMPROVING RN SATISFACTION OF HAND-OFF REPORT FROM ANESTHESIA TO THE PACU RN

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Background Information Related to Problem Identification: As evaluated by the Joint Commission on Accreditation of Healthcare Organizations (JCAHO), the lack of communication amongst healthcare providers has been the main cause of sentinel events. Starting January 2006, the National Patient Safety Goal 2E required that healthcare organizations standardize their approach in handoff communication. Staff nurses in the F10 PACU were dissatisfied with the handoff report received from anesthesia due to it not being complete. With the goal of improving the quality and completeness of anesthesia to PACU RN handoff process, a performance improvement project was initiated by the staff nurses.

Objectives of Project: To establish a standardized process of anesthesia to RN handoff report in the PACU setting.

Process of Implementation: A satisfaction survey was administered to the nurses in the F10 PACU about the quality of handoff report received from anesthesia. Based on the results of the survey, only 70% of the PACU nurses were satisfied with the handoff report communicated from anesthesia. These results were shared with both the anesthesia and nursing leadership teams and a new standardized handoff process of "IPASS" was implemented. It was expected by the anesthesia leadership team that all anesthesia providers give a proper and complete "IPASS" report to the PACU RN and that a verbal agreement be made that all elements of the "IPASS" report are met.

Statement of Successful Practice: A follow-up survey was conducted after 4 months since the "IPASS" process was implemented. Based on the results of this follow-up survey, 95% of the PACU RNs were satisfied with the quality and completeness of the "IPASS" handoff report. The "IPASS" handoff process ensured that communication from the anesthesia provider to the PACU RN was comprehensive, accurate and specific for each patient.

Implications for Advancing the Practice of Perianesthesia Nursing: By implementing the standardization of the "IPASS" handoff report, it ensures that the transfer of care from anesthesia providers to the PACU RN will be complete, accurate and specific for each patient at all times.