

Snapshot Report: A Uniformed Handoff Tool for All Perioperative Services

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Background Information: The Joint Commission reports 80% of serious medical errors are the result of miscommunication during transfer or hand-off and 5 out of 10 sentinel events are directly relate to the perioperative setting. This setting is unique due to large intermittent patient volumes in a brief period, multiple interdisciplinary caregivers, decreased ability for patient engagement due to sedating medications.

Objectives of Project: The handoff process requires a complete understanding of the patient's condition and status to ensure their safety. Bedside handoff is evidence based and is known to reduce errors in patient care, decrease length of stay and improve patient satisfaction. The snapshot tool was created within the EMR to ensure all ASPAN key safety elements were included. The snapshot handoff tool promotes inclusion of important patient details in one report.

Process of Implementation: Assessed and appraised present literature on best practices concerning handoff tools/process. Reviewed present hospital policies. Performance Improvement council members worked with unit staff for input on needs for handoff tool. Final draft sent to our IT department where the tool was drafted. Education of staff prior to implementation. Snapshot tool implemented June 2020.

Statement of Successful Practice: No medication errors reported. Improvement in "overall teamwork between doctors, nurses and staff" patient satisfactions scores. Delay in first case on time starts with "due to nursing" code approximately 5% per month down from 10%. Nurse satisfaction of handoff improved with snapshot tool due to ease and consistency of use at handoff as well as the ability to review a patient case prior to report and admission to the receiving unit.

Implications for Advancing the Practice of Perianesthesia Nursing: Perianesthesia nurses will understand the benefits and use a uniformed handoff process within all phases of the perioperative service lines. Perianesthesia nurses will understand potential risk factors from lack of communication during handoff. Perianesthesia nurses will be able to apply JACHO and ASPAN best practices in handoff reporting. Perianesthesia nurses will understand and be able to use the seven steps of implementing practice changes.