Improving Handoffs between Attending Physicians Using Direct Peer-Observation and Coaching

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• Communication and hand-off failures contribute to two-thirds of serious and preventable adverse events in hospitals

• Research demonstrates that a consistently followed hand-off process can improve communication

• Smart aim #1: To increase the proportion of physicians receiving handoffs who report at the end of their shift that they had received all necessary information needed to safely care for their patients

• Smart aim #2: To increase the proportion of handoff checklist components included in each handoff.

INTRODUCTION

KEY DRIVER DIAGRAM

METHODS

• Maintenance of Certification (MOC) Portfolio project:
  • Development of a direct observation tool incorporating user feedback of an IPASS-based handoff checklist
  • “Handoff Coach” training for just-in-time peer-feedback

• Baseline data was collected by coaches before PDSA Cycle 1 (no just-in-time peer feedback given)

• During 2 PDSA cycles, Handoff Coaches evaluated handoffs for checklist adherence, surveyed the recipient after completion of their shift, and provided direct feedback

• The pre- and post-intervention periods (May-June 2015 and July-October 2015) were compared using Chi-Squared tests for individual IPASS items

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• A t-test was performed for the overall handoff checklist adherence score (0 for no IPASS item mentioned, to 5 for all mentioned)*

RESULTS

• 1078 patient handoffs during 235 shift transitions were observed

• Participant characteristics:

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<thead>
<tr>
<th>Division</th>
<th>Number (n=15)</th>
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<tbody>
<tr>
<td>PICU/CICU</td>
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<tr>
<td>Cardiology</td>
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<td>1</td>
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<td>Hospital Medicine</td>
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• Process Measure: % of all checklist items which were discussed

• Outcome Measure: Thinking about the handoff you received, overall was all necessary information communicated to provide the safest care for the patients?

• Balancing Measure: Minutes spent per handoff

CONCLUSIONS

• An MOC QI project using direct observation and peer coaching can increase adherence with a standardized handoff model

• Future work should focus on identifying barriers to improving handoffs from the perspective of the recipient and assessing whether improved adherence with handoff checklist correlates with patient safety outcomes