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Nurse Residency

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The Effects of Care Handoffs and Hospital-Wide Flow

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Introduction

- ❖ Observed extended boarding of admitted patients and increased length of stay in the ED due to delay in handoff resulting in decreased ability to provide full extent of care.

Summary of Evidence

- ❖ The factors preventing immediate transfer were categorized as patient-related factors (consent, expense, requirement of investigation/intervention), administrative factors (medico legal certification, eligibility for free treatment), ICU-related factors (cleaning, disinfection of bed/ventilator), and factors related to ED (non-availability of manpower/trolley/equipment, etc.).
- ❖ Not enough evidence to prove having a standardized handoff tool from unit to unit directly improves patient outcomes. However, it increases the perception of patient safety between providers.
- ❖ Delays in rounding, order placement, and completing of prescription plans contributed to a lack of effective communication among members of a patient's multidisciplinary care team. The emergency nurse is responsible for contacting the inpatient physician overseeing the patient's care, who is generally rounding and providing care to patients on the inpatient side of the hospital.

Results

- ❖ Implementing these combined changes to improve flow through emergency, admission, and discharge would have a major impact hospital wide.
- ❖ These would include: **improved patient outcomes, increased perception of patient safety, decrease patient's length of stay, increased hospital revenue, and streamlined interdisciplinary communication.**

Next Steps

- ❖ Having a standardized set of protocols from ED to admission would improve patient outcomes and reduce hospital stay from admission to discharge.
- ❖ This would include: designated transport nurse to decrease the delay in transports, standardized handoff tool from one level of care to the next, and timed multidisciplinary rounding on admitted patients that are being boarded in the ED.

The Effects of Care Handoffs and Hospital-Wide Flow

- ❖ In admitted patients, do timely nurse to nurse reports vs delays in care handoff negatively affect patient care and outcomes?

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