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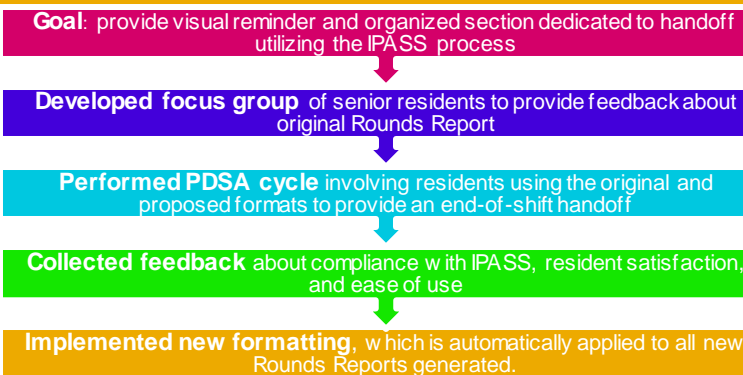
Improving handoffs by incorporating a standardized IPASS section into the written handoff document

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Background

- Communication errors are implicated in as many as **two-thirds of sentinel events**
- Communication **errors that occur during handoff** between shifts inherently carry a high risk of causing patient harm
- Standardizing handoffs** has been shown to improve the safety of handoffs
- Our institution joined a multi-center group to study the effectiveness of handoffs using a standardized mnemonic, "**IPASS**"
- To improve compliance with IPASS, we updated the system-generated patient report (Rounds Report) to **include a dedicated section for IPASS.**

Methods



Results

- Reformatted rounds report** includes all the same content as the original one, but rearranges the handoff parts to be more intuitive and organized
- Some departments did not like the length of the new document**, so there is an additional option not to print some elements of the report
- Improved compliance** with IPASS process—both written and spoken components—as tracked by attending physician observers of handoffs
- Improved resident physician satisfaction** with handoff process

What is IPASS?

- Standardized handoff process
- Illness severity:** stable, unstable, or "w atcher"
- Patient summary:** brief summary of past medical history and reason for admission
- Action items:** tasks the oncoming shift needs to address
- Situational awareness:** series of "if, then" scenarios for contingency planning
- Synthesis by receiver:** reminder for receiver to briefly summarize so giver can verify accuracy

ORIGINAL

REFORMATTED

Annotations on the reformatted report include: 'P' for Patient Summary, 'A' for Action Items, 'S' for Situational Awareness, and 'S' for Synthesis by Receiver.

Conclusions

- Automatically generating a **written summary of patient information organized into sections** dedicated for handoff and sections dedicated for daily work is an intuitive way to improve communication during handoffs
- Reformatting Rounds Report led to **improved compliance** with the standardized IPASS mnemonic and **improved resident physician satisfaction** with the handoff experience