Clinical Safety & Effectiveness
Cohort # 9
The Development of a Standardized Protocol For Resident Hand-Offs on the Podiatric Patient

CENTER FOR PATIENT SAFETY & HEALTH POLICY
UT HEALTH SCIENCE CENTER
SAN ANTONIO
Educating for Quality Improvement & Patient Safety
Financial Disclosure

Michael G. Palladino, DPM Credentials, has no relevant financial relationships with commercial interests to disclose.
The Team

• Division: Podiatry

  Michael G. Palladino, DPM - CS&E Participant
  Crystal Ramanujam, DPM - Faculty
  Roberto Rodriguez, DPM – Faculty
  Matt Kindle, DPM (PGYIII-Chief Resident)
  Alex Stewart, DPM (PGYIII)
  Brian Selbst, DPM (PGYIII)
  Amruta Parekh, MD, MPH -Facilitator

• Sponsor Department

  Orthopaedics/Division of Podiatric Medicine & Surgery
  Thomas Zgonis, DPM
OUR AIM STATEMENT

The aim of this project is to improve the process of resident to resident hand-offs by 10% on the podiatric patient at UHS by developing a comprehensive, stream-lined checklist that will be consistently used during A.M. and P.M. hand-offs.
## Project Milestones

<table>
<thead>
<tr>
<th>Milestone</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Team Created</td>
<td>October, 2011</td>
</tr>
<tr>
<td>AIM statement created</td>
<td>October, 2011</td>
</tr>
<tr>
<td>Interventions Implemented Date</td>
<td>January 25, 2012</td>
</tr>
<tr>
<td>Data Analysis</td>
<td>November 15, 2011-</td>
</tr>
<tr>
<td></td>
<td>February 20, 2012</td>
</tr>
<tr>
<td>CS&amp;E Presentation</td>
<td>February 24, 2012</td>
</tr>
</tbody>
</table>
• JCAHO defines a “handoff” as a contemporaneous, interactive process of passing patient-specific information from one caregiver to another for the purpose of ensuring continuity and safety of patient care (Wayne 2008).

Selected process analysis tools

- Brainstorming
- Flowchart
- Fishbone
- Surveys
- Checklist
Resident and Faculty Survey

**Resident Hand-Off Survey**

1. Are you satisfied with the present hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
2. Is the hand-off protocol consistent? (Is the protocol the same regardless of which resident is handing off)? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
3. Is the hand-off protocol efficient? (Are you getting the necessary information about each patient in the shortest period of time)? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
4. As the recipient of the hand-off, are you presented with the necessary information to be fully informed about each patient? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
5. As the resident handing off, do you feel that you present the necessary information to fully inform the incoming resident about each patient? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
6. Do you feel that the present protocol runs the risk of compromising patient care? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
7. Do you feel that a sufficient amount of time is dedicated to the present hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
8. Do you feel that the present hand-off protocol is overemphasized and rushed? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
9. Were you ever involved in a hand-off where lack of good communication led to uncertainty during decisions on patient care? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
10. Would a paper or electronic template in the form of a check list improve the hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
11. How much time do you spend on a hand-off? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
12. How would you improve the present hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree

**Faculty Survey of Resident Hand-Offs**

1. Are you satisfied with the present resident hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
2. Based on the present resident hand-off protocol, are you fully informed about your patient’s condition when questioning the respective resident(s)? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
3. Do you feel that the present resident hand-off protocol runs the risk of compromising your patient(s) care? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
4. Do you feel that a sufficient amount of time is dedicated to the present resident hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
5. Do you feel that the residents rush through the present hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
6. Has one of your surgical cases ever been cancelled or delayed based on pertinent patient information that was not conveyed during the resident hand-off? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
7. Do you think the residents are satisfied with their present hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
8. Has a resident ever complained to you about being handicapped with the present resident hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
9. Have you noticed inaccurate or missing patient information after the morning hand-off? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
10. Have you noticed inaccurate or missing patient information after the evening hand-off? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree
11. Do you feel the need for a more standardized hand-off protocol? [ ] Strongly Agree [ ] Agree [ ] Disagree Strongly [ ] Disagree