

A Pilot Study on Standardizing Provider Communication Between the Ambulatory Clinics and Acute Cancer Care Center with the Implementation of an Electronic Handoff

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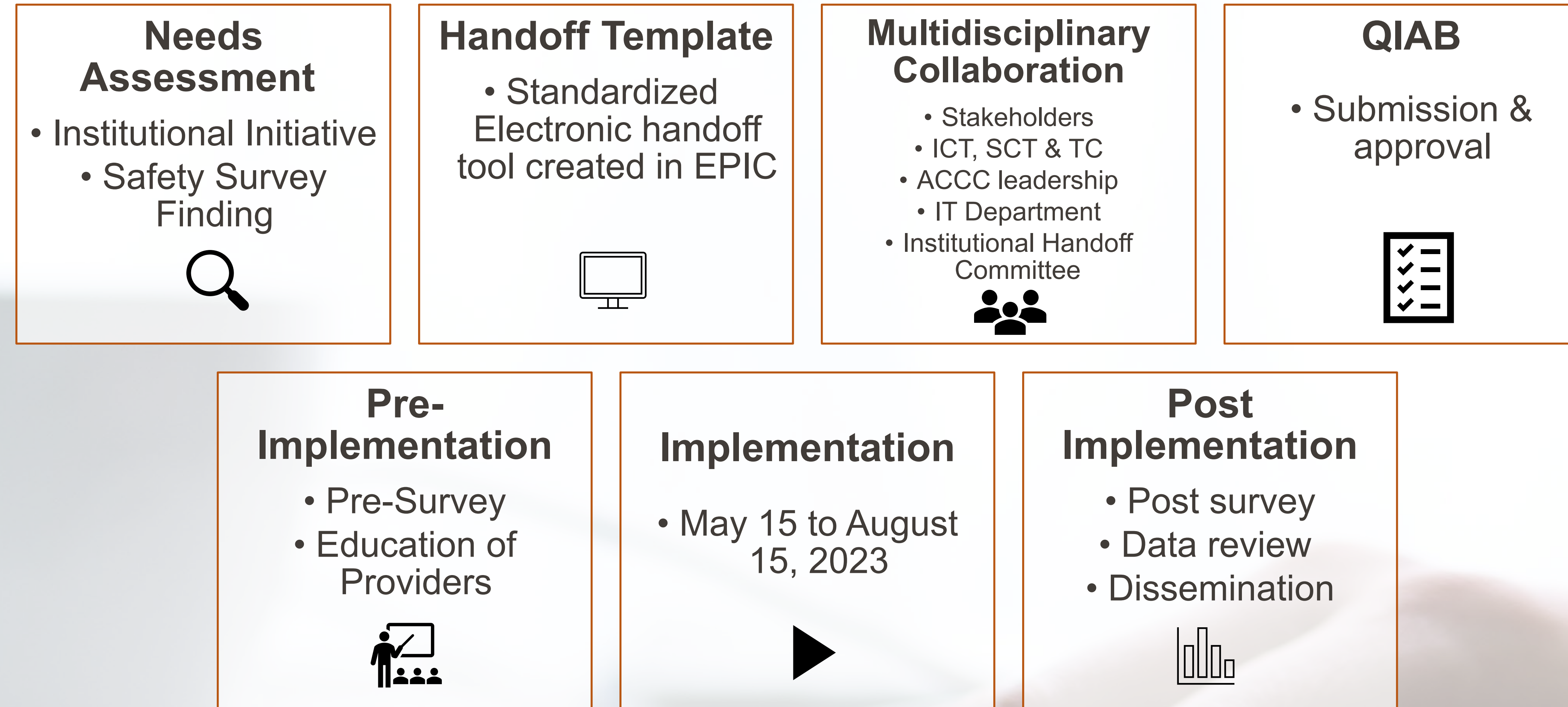
Background

- The handoff is the exchange of pertinent medical information from one provider to another.
- Inadequate handoff communication between healthcare providers can negatively impact patient outcomes.
- Currently, the handoff occurs through telephone calls, emails, or clinic notes. There is no consistency in the handoff during patient transfers from Ambulatory clinics to Acute Cancer Care Center (ACCC).
- In 38% of handoff events from Ambulatory clinic to ACCC, no handoff was performed. Average harm score 3.9 out of 5
- Creating a standardized handoff to share patient information safely across Ambulatory clinic and ACCC providers will eliminate miscommunication and thus decrease all potential safety-related errors from miscommunication.

Objectives

- To achieve 70% or more completion of electronic ACCC handoff in medical records by July 28, 2023, during business hours from three of the selected outpatient clinics (Investigational Cancer Therapeutics Clinics (ICT), Stem Cell Transplant Outpatient Clinics (SCT), and Thoracic Center Clinics (TC) patients transferred to ACCC.

Methods



Pre-Survey Pilot

Satisfaction:

- Extremely Well: 6%
- Very Well: 7%
- Moderately Well: 33%
- Slightly Well: 29%
- Not At All: 26%

Communication Methods Used:

- Epic notes: 55%
- Calls: 28%
- Emails: 8%

Barriers in Current System:

- Lack of Standardization
- Redundancy
- Time Consumption

Preferred Mode:

- Electronic Handoff: 62%

Pre-Survey ACCC

Satisfaction:

- Extremely Well: 0%
- Very Well: 17%
- Moderately Well: 42%
- Slightly Well: 17%
- Not At All: 17%

Information Quality:

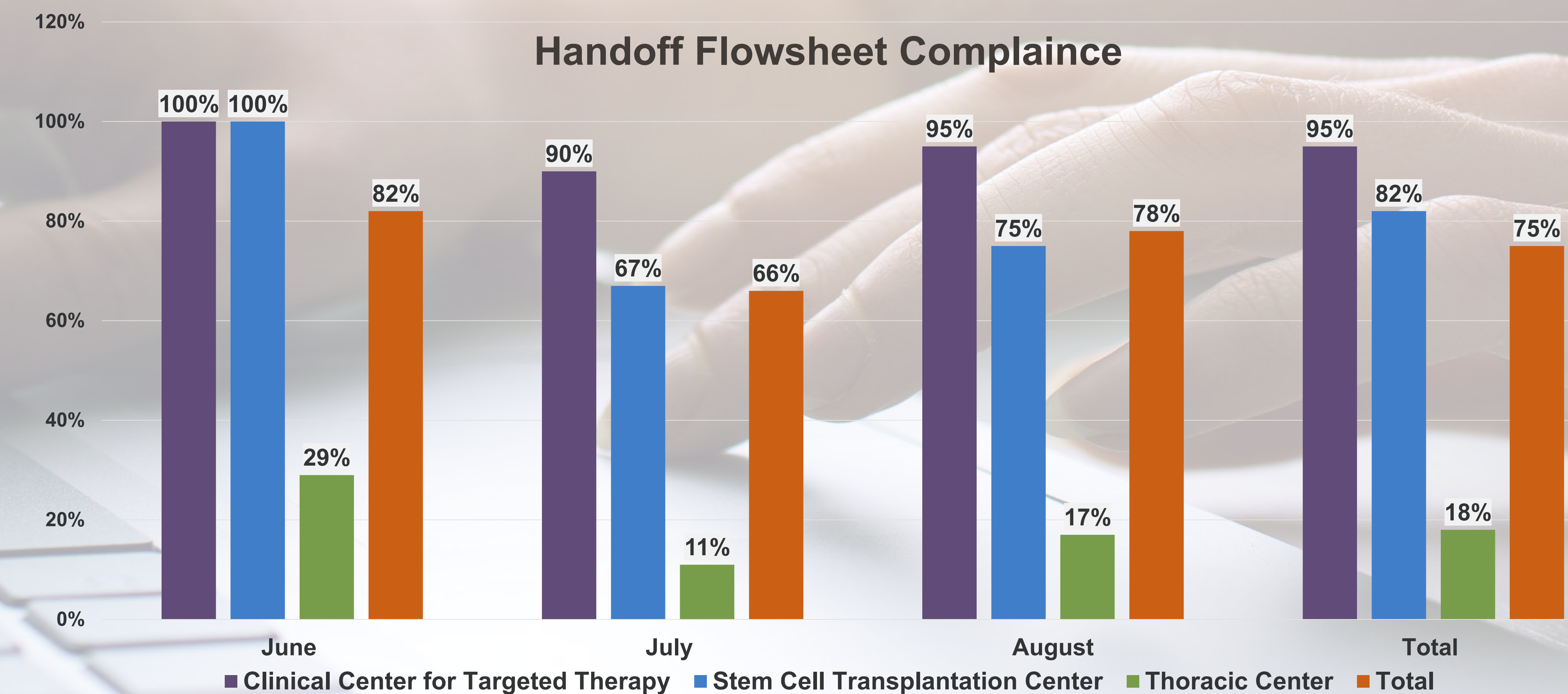
- Suboptimal: 50%

Identified Issues:

- Absence of Information
- Overlooking Crucial Details
- Handoff Problems Resulting in Treatment Delays

Preferred Mode:

- Electronic Handoff: 58%



Post Implementation Results:

- Post-survey are still ongoing, and data review is pending.

Conclusions

- Our initial findings serve as a valuable foundation for implementing changes that can lead to a more efficient, standardized, and satisfactory communication system within the ACCC.
- By leveraging the preference for Electronic Handoff and addressing identified weaknesses, we aim to improve collaboration and ultimately enhance the quality of patient care.

References:

