

Transitions of Care Policy

Updated July 2017

PURPOSE

To establish an orderly protocol for transitions in patient care

PERSONS INVOLVED

Residents, Faculty, Program Director, and Night Float TEC.

PROCEDURES

Every day of the year, there will be a formal hand-off process twice a day between the day teams and apprentices and the night team. This process will start at 6am in the morning and anytime after 6pm in the evening. In addition to the twice daily hands-offs, a formal hand-off process will occur when patients are transitioning between the operating room and ICU as well as between the ICU and floor. If a resident needs to transition patient care due to fatigue, the resident should contact their senior resident or TEC. Handoffs should occur in a separate quiet space

Residents have designated a formal structure for this sign-out process. Residents should utilize the I-PASS BATON framework (Appendix A) for hand-offs. No resident is permitted to participate in sign-out until they have completed formal hand-off training and have been assessed and approved to sign-out by an attending. This training and assessment occurs during new resident orientation. Actions discussed at sign-out must be reviewed by a senior resident for appropriateness.

Monday – Friday: Residents will be released from clinical responsibilities to give sign out to the residents on the night float rotation. The signing out process between the day and night services will take place each day at 6:00 a.m. and 6:00 p.m. There is no p.m. handoff on holidays.

Saturday – Sunday: The signing out process between the day and night services will take place each day between 6:00 a.m. – 7:00 a.m. on Saturdays. The signing out process between the day and night services will take place between 6:00 a.m. – 7:00 a.m. and 6:00 p.m. – 7:00 p.m. on Sundays.

Residents are generally required under this policy to be physically present for the sign-out process. For night time and morning sign-out at Northwestern Memorial Hospital the sign out process will occur in the Surgical Resident Library, Feinberg 6-275. Residents must sign out patients to the night float residents before they are free to leave for the day. Surgical ICU sign-out occurs in the SICU. At Lurie Children’s Hospital, the sign out process will occur at the 21st floor conference room. At the VA Hospital the sign out process will occur in Room 4637 on 4E. At MacNeal Hospital the sign out process will occur in Room 4-2 on unit 42 south.

For any given resident, the sign-out process may not take an entire hour, but attendings must excuse residents from clinical duties for the hours listed above to accomplish the hand-off process. On occasion, it may be necessary for a resident to be excused from an operative procedure to sign out. The sign-out hours are rigid and must be adhered to, so attendings must not interfere with the ability of residents to attend sign-out sessions. Except for urgent clinical matters, attendings should not page residents during the hours listed above.

Questions regarding this policy or any issues / complaints in the future can be brought to the attention of the Associate Program Director or Program Director.

I-PASS BATON
<p>I: Intro - Identify your role and job</p> <p>P: Patient - Patient name, identifies, age, sex, location</p> <p>A: Assessment - chief complaint, vital signs, symptoms, & diagnosis</p> <p>S: Situation - Communicate current status & circumstances</p> <p>S: Safety Concerns - Critical lab values & reports? Social economic factors? Allergies or alerts?</p> <p>B: Background - identify comorbidities, previous episodes, current meds and family history</p> <p>A: Actions - What actions were taken/required; provide rationale</p> <p>T: Timing - Level of urgency; include timing & priority of actions</p> <p>O: Ownership - Who is responsible, including patient & family</p> <p>N: Next - Plan of action; any time critical actions needed?</p>