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## Transitions of Care

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# Transitions of Care

Resident Education Presentation

Kelly Rabah, MSW, LISW-S, CPHQ, CPHRM, SSGB. Director of Patient Safety Quality Improvement for GME.

# Objectives

- Define and Describe the various points of transition of care
- Define and Describe the potential risks for TOC
- Articulate the value of interdisciplinary team planning
- Demonstrate an effective patient hand- off via role play.

# What is A Care Transition?

- “Set of Actions designed to ensure the coordination and continuity of health care as patients transfer between different locations or different levels of care within the same location.”

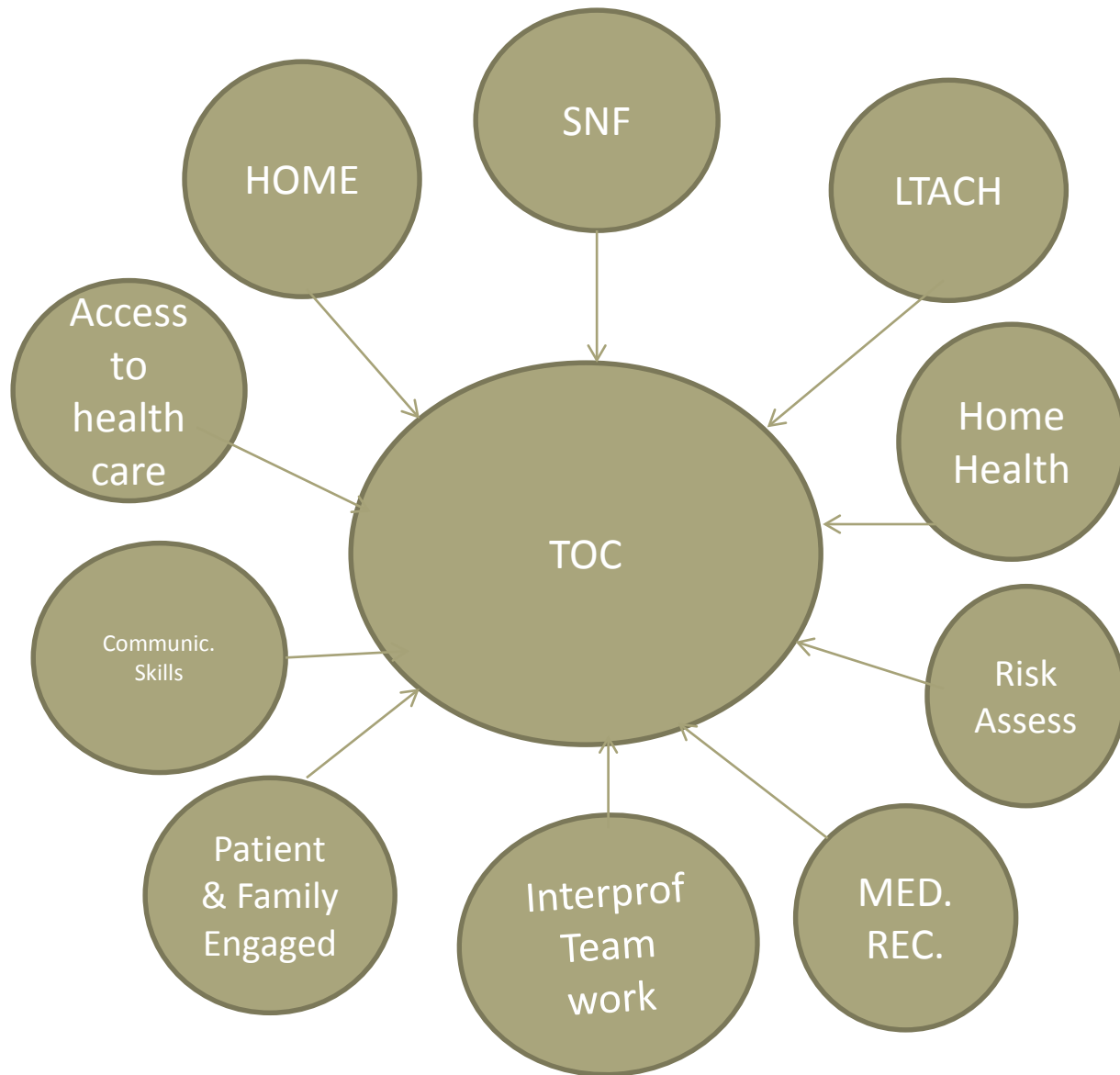
Coleman E.A, Boulton C., *Improving the Quality of Transitional Care for Persons with Complex Needs*. Position statement of the American Geriatric Society of Health Care Systems Committee. JAM Geriatric Society 2003. 5:1(4): 666-7.

We also use the term to include Hand offs of care from one shift /caregiver to another.

# Patient Handoffs...



- <https://youtu.be/JzCdoQEYHkY>  
“Patient handoffs- a typical day on the wards”
- <https://youtu.be/RF4-bkpu41M>  
“Pitfalls of resident handoff”
- <https://youtu.be/IhKVXGPdmtA>  
“Resident to resident patient handoff”



# The Joint Commission

- “Transitions of care refer to the movement of patients between health care practitioners, settings, and home as their condition and care needs change.”
- Examples...
- **Do not always go smoothly \* highest rate of error when leaving hospital\***

POOR COMMUNICATION } Adverse events  
                                  } Readmission  
                                  } Medical Errors

<https://www.jointcommission.org/toc.aspx>

# The Joint Commission TOC Portal

<https://www.jointcommission.org/toc.aspx>

The screenshot displays the homepage of the Transitions of Care (TOC) Portal. At the top, the navigation bar includes links for Accreditation, Certification, Standards, Measurement, Topics, About Us, and Daily Update. The main content area is titled "Transitions of Care (TOC) Portal" and features a welcome message, a list of "Examples of Programs with TOC" (such as Advanced Certification - Comprehensive Stroke Certification Program), "Patient Information" (including "Speak Up: Planning Your Follow-up Care"), and "TOC Resources and Tools" (like "IHI Improving Transitions Guide: Hospital to Community Settings"). A sidebar on the left provides "TOC Portal Content" with links to Home, Performance Measurement, Articles and Publications, and Webinars and Education. A "Hot Topics" section highlights the need for collaboration across the care continuum. The right sidebar contains a "Podcast" section and a "Joint Commission Center for Transforming Healthcare" section with links to hand-off communications and TST resources. The page is dated Tuesday, 11:04 CST, April 29, 2014.



# Why Is this SO Important?

- Since 2006, TJC requires Standardized Hand off procedures in Hospitals
- TOC is a NPSG,( National Patient Safety Goal 2016), Under improving effectiveness of communication (among caregivers)
- TOC is specifically addressed in the ACGME Common Program Requirements
- TOC is a focal area for CLER Surveyors

“An estimated 80% of serious medical errors involve miscommunication during hand off of care among providers...”

<https://www.jointcommission.org/toc.aspx>

# Causes of Ineffective TOCs

## **Root Causes Include:**

- Communication Breakdowns that include care providers, patient and family
- Expectations
- Culture ( team work and ethnic)
- Inadequate time to execute
- Lack of standardized process Ex. SBAR
- Patient Education Breakdowns
- Accountability Breakdowns

# ACGME on Transitions of Care (Included in Milestones And the NAS)

- Supervised
- Feedback should be given to residents
- Interdisciplinary
- Scheduling allows participation
- Standardized
- Consistent
- Opportunity for residents to ask questions
- Minimize frequency

# ACGME Common Program Requirements

## VI.B. Transitions of Care

- VI.B.1. Programs must design clinical assignments to minimize the number of transitions in patient care. (Core)
- VI.B.2. Sponsoring institutions and programs must ensure and monitor effective, structured hand-over processes to facilitate both continuity of care and patient safety. (Core)
- VI.B.3. Programs must ensure that residents are competent in communicating with team members in the hand-over process. (Outcome)
- VI.B.4. The sponsoring institution must ensure the availability of schedules that inform all members of the health care team of attending physicians and residents currently responsible for each patient's care. (Detail)

# Wright State University

## BSOM...

### Patient Handoff Communication Policy Item 512

<http://www.med.wright.edu/fca/gme/rm512>

## Levels of Evaluation

? Less handoff errors  
? Culture of safety  
re: handoffs

**Evaluation of results**  
(transfer or impact on society)

**Evaluation of behavior**  
(transfer of learning to workplace)

**Evaluation of learning**  
(knowledge or skills acquired)

**Evaluation of reaction**  
(satisfaction or happiness)

**Direct Observation:**  
1. Peer Evals  
2. Resident Evals

**Assess this during the simulation using a check-list**

**Curriculum w/ videos + simulation:**  
**Feedback – formal & informal**



Penn Handoff Curriculum  
2009-present

*Airan-Javia, Myers, et al. J Grad Med Educ, 2011*  
*Dine, et al. J Gen Intern Med, 2013*

# What it takes to get it right

# \*Current Challenges...

- 40% of older adults experience two or more care transitions within 30 days of hospital discharge
- 1 in 5 older adults who are discharged from the hospital are re-hospitalized within 30 days.
- 1/3 are re-hospitalized within 90 days.
- Significant problems attributed to suboptimal communication around D/C planning and TOC include:
  - Medication errors
  - Delayed diagnosis
  - Duplicative testing and medical services
  - Safety issues not addressed resulting in injury
  - D/C summaries not available or reviewed by caregivers resulting in readmission and poor care

# \*Troubling Statistics...

- Estimated 98,000 Americans may die each year as a result of preventable medical error
- 8<sup>th</sup> overall leading cause of error is failure in communication
- Failure to communicate is one of most frequent contributing causes to sentinel events( TJC):
  - 2011 – 760 ( N=1243). 61%
  - 2012- 532 ( N=901). 59%

\* Presentation to ACGME February 28 2014. Ses005. “Transitions of Care Competency Using Standardized Patient Encounters”. By J. Sapp, MD, & M. Short, MD.



# How do We Improve?

- Environment
  - Face to face
  - Adequate time and space
  - Minimize Interruptions
  - Interprofessional collaboration
- Standardize
  - Content
  - Process
  - Use Template
  - Documentation Process

# Technological Solutions...

- Digital hand offs
- Linked to hospital information system
- Relevant and up to date information is shared

# Communication...

- Utilize patient and family input
- Optimize IPE and team work (SW, Nursing, Chaplaincy , Pharmacy, Physical and Occupational therapy)
- Read backs
- Close the loop
- Interactive questions
- SBAR
- Written and Verbal communication
- Quality Audits
- Faculty training
- Get feedback from the person to whom care is transferred/handed off.

# Other Ways to Improve...

## **Engagement in interactive learning**

- Didactic instruction
- OSCEs
- Role Plays

## **Consult Other Resources**

- Hand outs from [www. Geriatricscareonline.org](http://www.Geriatricscareonline.org)
- Press Ganey and Associates
- Case studies
- National Transition of Care Consortium
- The Joint Commission Transitions of Care Portal
- ACGME Common Program Requirement Updates (V.1B)

# Beyond Medline

(and med school)

- Some published curricula for residents
  - Emory: Discharge Summaries and Handoffs
    - <http://www.pogoe.org/productid/21636>
    - <https://www.mededportal.org/publication/9101>
  - Emory: Post discharge follow-up visits
    - <https://www.mededportal.org/publication/9757>
  - Emory: Interprofessional care coordination
    - <https://www.mededportal.org/publication/9821>
  - BAAHM: Teaching transitions toolkit
    - [http://www.hospitalmedicine.org/Web/Quality\\_Innovation/Implementation\\_Toolkit/Boost/Clinical\\_Tools/Toolkits.aspx](http://www.hospitalmedicine.org/Web/Quality_Innovation/Implementation_Toolkit/Boost/Clinical_Tools/Toolkits.aspx)

## **Med Ed Portal**

- An Interactive Workshop to Increase Resident Readiness to Perform Patient Hand-offs (IPASS)
- Teaching Video: "Handoffs: A Typical Day on the Wards"

## **Sample of the Published Literature**

- Reisenberg, et al. Resident and attending physician handoffs: A Systematic Review. Acad Med, 2009.
- Wohlauer, et al. Patient Handoff: Comprehensive curricular blueprint for resident education to improve continuity of care, 2012.
- Farnan, et al. Handoff education and evaluation: Piloting the observed, simulated handoff experience, J Gen Int Med, 2009.