

Reinforcing effective communication through “HANDOVERS”

Summer training organization—Medanta– the medicity.

Introduction

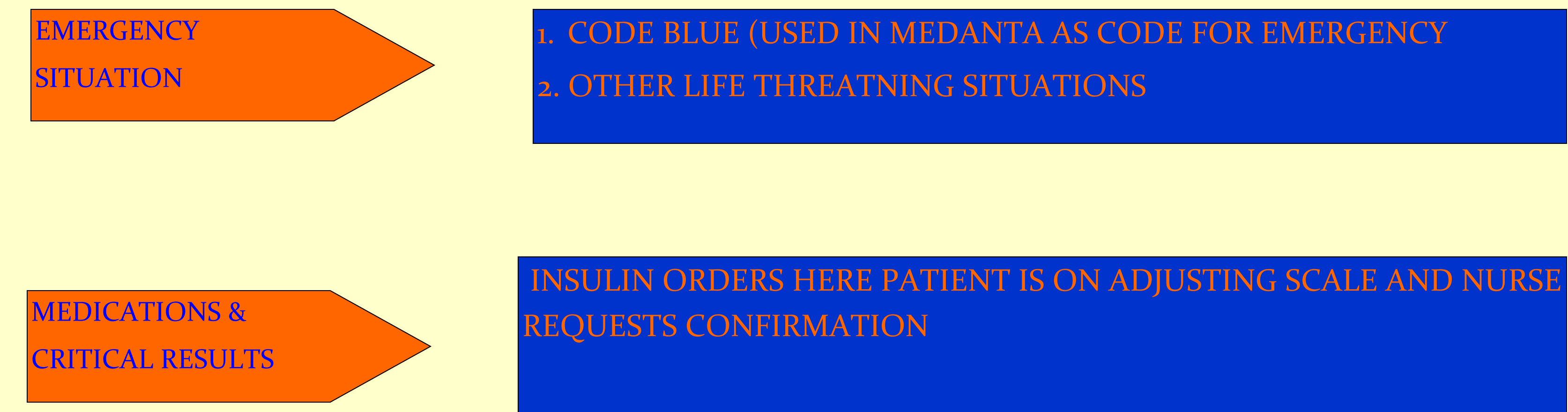
IPSG plays key role in hospital’s medication process and patient safety. This become more important when there renewal of JCI license, non compli-
ance of any IPSG results into loss of same.
Since Medanta– the medicity deals with large volume of inpatient services, it is required to maintain standards due to demand o JCI accreditations
for hospitals, increasing awareness of local population and competitors like Apollo, MAX, fortis makes it more critical to keep up the standard of
services to maintain flow.
Therefore, my project was focused on IPSG.

According to JCI 5TH EDITION

IPSG 2 Says

2.The hospital develops and implements the process to improve the effectiveness of verbal/ or telephone communication among caregivers.

SITUATIONS WHERE VERBAL COMMUNICATION IS PERMITTED



WHAT NEEDS TO BE DONE IN CASE OF VERBAL COMMUNICATION

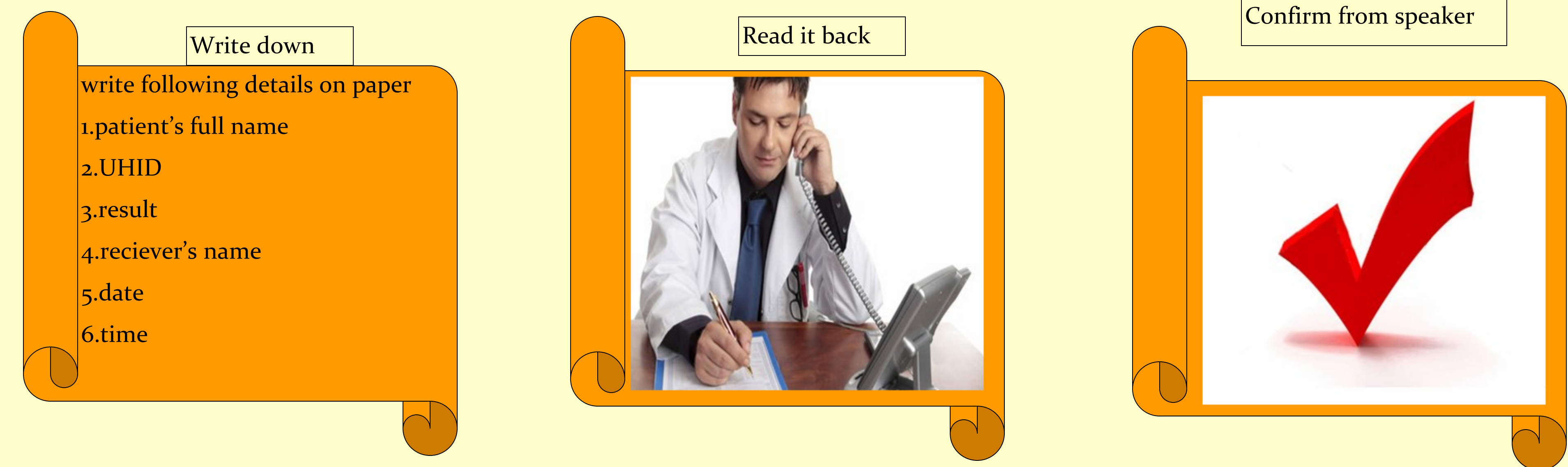
Read back policy:



Key take aways:

- 1. Verbal orders are to be limited to the barest minimum required for patient safety.
- 2.Always follow **read back procedure** to receive verbal orders.
- 3.Always acknowledge the critical results as a priority.
- 4.Ensure verbal orders are properly documented, once received.

2.1 The hospital develops and implements a process for reporting clinical results of diagnostics tests.



In order to reinforce effective communication ,following steps were taken

Checklist was prepared containing following questions

Documentation check

- A. the verbal orders are documented in nurses progress notes
- B. if medication ordered, was it documented in MAR sheet.
- C. doctor signed the MAR ithin 24 hours
- D. if diet ordered,was it documented in diet chart
- E. in case of insulin orders, in glucose monitoring chart

Staff interview

- A.in which situations you will follow verbal orders?
- B. what do you mean by read back policy?
- C.How should a verbal order be documented?
- D. who documents verbl order

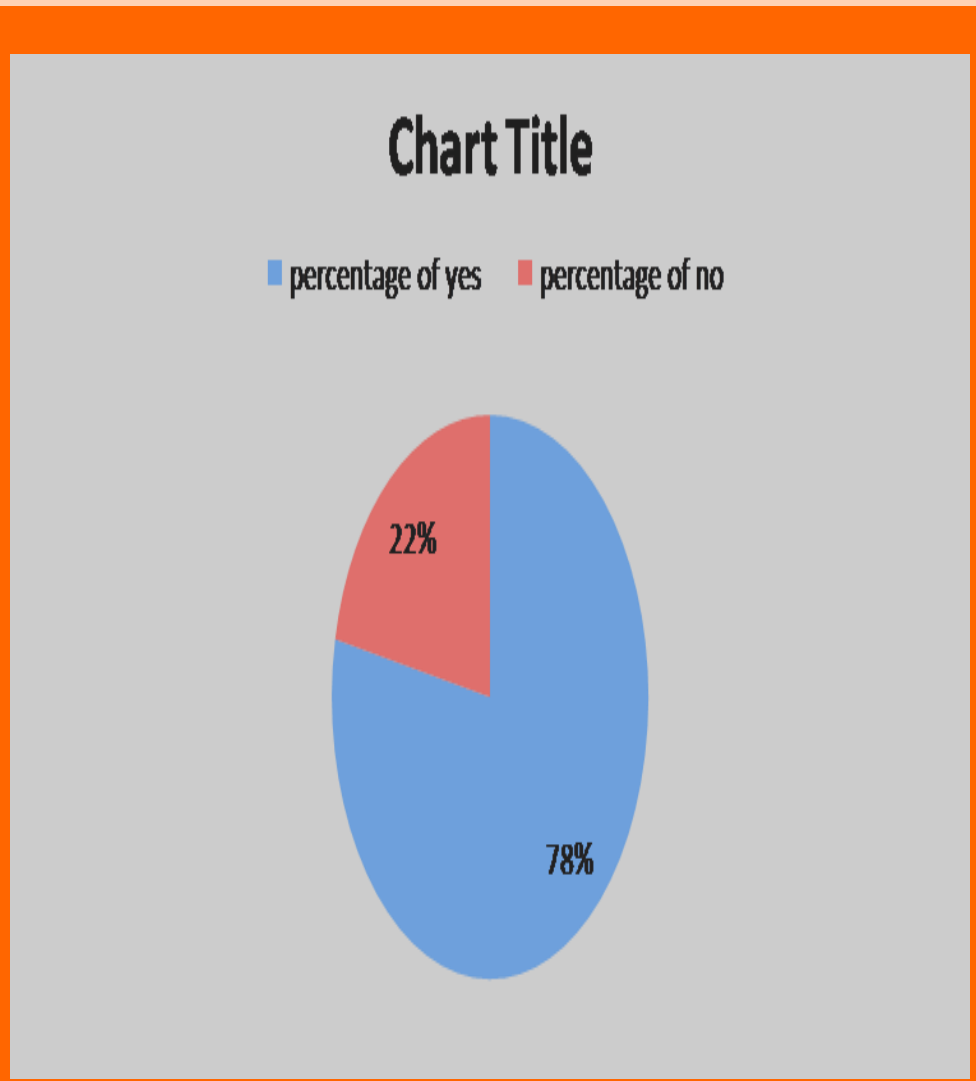
Should verbal orders are folloed in routine investigations as well?

The overall compliance found in terms of yes i.e. 78%.

22% staff and document was found to be non compliant.

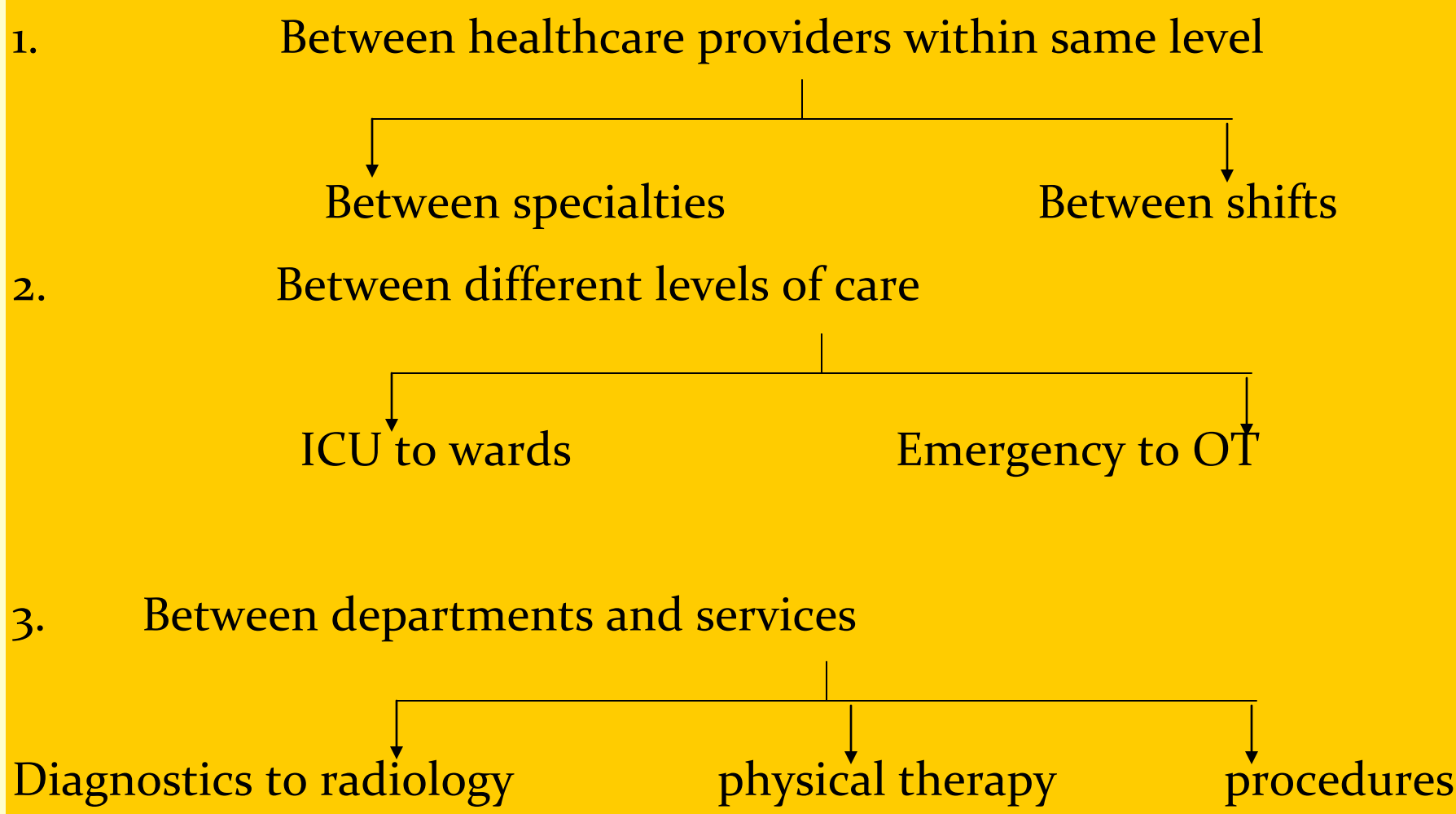
Further in order to achieve 100% compliance

- 1. training material was prepared as powerpoint pres-entation.
- 2. Quiz was prepared



IPSG 2.2 The hospital develops and implements the process of handover communication.

HANDOVERS : is the transition of patients and/or patient accountability :



OBJECTIVE

To plan, prepare and implement the standardized handover throughout the hospital.

Literature review

- 1. of the approximate 30,000 adverse events in Australia,11% due to communication breakdown.
- 2.of the just over 11,000medication errors reported to the U.S pharmacopeia, 39% occurred during handovers/transition.
- 3. estimated 80% of serious medical errors involve miscommunication between caregivers during handover communication.

Methodology

- 1. collection of all kinds o formats used in the hospital as handovers.
- 2. Open discussion with doctors /specialists of all departments includes doctors of IPD, ICU, dietician, physiotherapists and nursing staff in order to understand the usage of each category mentioned in the form of particular department.
- 3. Individual unstructured interview to understand which kind of information is needed during treatment and incorporate changes in the current format of handovers.
- 4. Redesigning of specific standardized format of handover for respective departments that can be used by all.
- 5. Coordinating with IT personnel as this will be standardized across hospital by HIS.

The system used for the handovers is such that it is automated as per the department. Information filled by any personnel will be automatically be uploaded on the form of that particular patient of particular date.

Conclusion

Good doctor to doctor , nurse to nurse handover is vital to protect patient safety.

Multidisciplinary handover is important to ensure all groups of staff are updated with current patient information.

Continuity of care is paramount to protect patient safety ; continuity of care is underpinned by continuity of information.

The automated HIS based handover system as designed and implemented across the hospital to reduce error.