

Hand-Off Communication

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Tri-County Hospital

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- ▶ Wadena, MN
- ▶ Critical Access Hospital
- ▶ Services Provided: Medical/Surgical, Peds, OB, Surgery, ER, Swing-bed, Ambulance, and HHC/Hospice
- ▶ Outreach services with urology, orthopedics and others
- ▶ Active telemedicine program
- ▶ Rural community with a service area extending into three counties

Overview of Project

- ▶ Recognized need for improved communication within departments, between departments and also outside facilities
- ▶ How was this recognized?
 - Staff expressing frustration
 - Patient incident
 - Increased awareness of patient safety needs
 - Joint Commission and other external agencies

Goals

- ▶ Develop tools to improve communication
- ▶ Increase staff awareness
- ▶ Prevent patient incidents

Overview of Project, continued

- ▶ Research done on available tools used at other hospitals and on-line
- ▶ SBAR approach
- ▶ Use of these tools to develop a process that would work for us
- ▶ Incorporating all departments involved in patient care
- ▶ Ongoing evaluation of the tools in use

Barriers

- ▶ Time
- ▶ Multiple departments involved
- ▶ Change

If we did it again, we would ...

- We would do it again
- We are in the process of doing some revisions to include items such as skin assessments with the Braden scale and are considering nutritional status

Advice

- Use of existing tools and adapt for your facility
- Champions

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