

Friday, November 4, 2016

## *Transfer of Accountability (TOA)*

Patient safety is everyone's responsibility. The Transfer of Accountability tools were launched this week and staff will be trained over the next two weeks. Our patients travel frequently throughout the organization and the Transfer of Accountability (TOA) tool keeps those checks and balances in place when patients are being moved from services. The TOA tool is a tool that allows for standard communication throughout the organization. From a patient and family perspective, the TOA creates a sense of collaboration and reassurance that the current health information is being shared with the new group of staff assigned to their care. This tool ensures safety for our patients, helps to alleviate anxiety and makes for a smooth transition throughout their stay.

## *Standardized Unit*

At the Ouellette Campus, 7 East and West are working through their second week of Shift to Shift report. Daily support and auditing continues for the staff from the SOP team and managers. This week at Monday Morning Huddle, the roll out of the Transfer of Accountability (TOA) occurred with a presentation provided by Monica Staley-Liang. Each unit will receive training on the TOA over the next two weeks. As always your feedback is always appreciated.

Have a great weekend!

The SOP Team

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*Managers reviewing the process for the launch of the Transfer of Accountability.*



*The first wave of Yellow Belt Trainers completed their training this week. Congratulations, Yellow Belts!*