

## Transfer of Accountability – Signing off on handoff

Patient transfers from one area to another can have potential safety consequences. The Transfer of Accountability tool is used corporately for all patient transfers between units and between campuses. Patients are accompanied by transporters and nursing staff for transfers.

### The Transporter's Role:

To complete a patient transfer it is the responsibility of the transporter to ensure they have the right patient sent to the right unit and bed by confirming with the receiving nurse. The transporter then signs their name on the bottom of the second page of the TOA as part of the patient handoff and completes the transfer.

### The Receiving Nurse's Role:

Once confirming the patient through the TOA process, they sign their name next to the sending nurse's signature on the bottom of page 2 on the original TOA tool. This verifies the information is complete and matches the acuity of the patient that was reflected in the report given in person or over the phone by the sending nurse.

By confirming the right patient, the right bed, and an accurate report received completes the safe patient transfer process.



Nurses Sara and Melissa, agreeing and signing the TOA after a verbal report in the Emergency Department

## Wave 4 QBP Improvements

The Wave 4 of Quality Based Procedure (QBP) teams have been meeting to make improvements to their respective QBP's for the past few months. These Wave 4 of QBP's include:

- Colorectal Surgeries (Cancer Related)
- Neuro Surgeries (Cancer Related)
- GI Endoscopy Procedures
- Aortic Aneurism Repair & Repair of Lower Extremity Occlusive Disease

These multidisciplinary teams have been working on bundles including physician Order Sets, standardized Care Plans called Clinical Pathways and day by day guides called Patient Experience Pathways. In the next couple of weeks we will be testing these documents with patients undergoing these procedures. Please reference these documents while caring for your patients and provide quality feedback to your OM or CPM, your feedback is very important as you are the subject matter experts!

## Metric of the Week: Leadership Rounds

To show commitment to patient satisfaction by visiting patients at some point during their visit.

Number of Patients visited by a Unit Manager		
CORPORATE	OUELLETTE	MET
146	76	70
Patient Satisfaction Score (out of 5)		
4.6	4.6	4.6

### Why do Leadership Rounding?

- Decrease patient/family formal complaints by dealing with issues as they present
- Increase patient satisfaction
- Opportunity to acknowledge staff that patients identify
- Increase staff and team satisfaction
- Increase understanding on the part of leadership for what is happening at the service delivery level