IMPROVING COMMUNICATION DURING TRANSFER OF ACCOUNTABILITY (TOA) ON SURGICAL INPATIENT UNITS

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DESCRIPTION

The TOA process involves the transfer of patient data between providers to maintain continuity of care for the patient's safety. At Humber River Health (HRH), unofficial handwritten aids were used to support TOA, which could lead to inconsistent communication between clinicians. To standardize tools for communication, HRH launched a digital TOA Widget and Note on Electronic Medical Record (EMR) as a communication tool for nurses during shift change. The TOA Widget and Note was tailored to support TOA on surgical inpatient units.

LESSONS LEARNED

Adapting the TOA Widget and TOA Note to match the needs of the nurses in the inpatient surgical units supported the successful implementation of this initiative.

Gastro,Test 37 F 29/03/1986 ADM IN W12WMED 1228-A	181m 90kg BSA Allergy/Adv: acet	H000006635 M00008095				
Pa 🗈 🐂 🗛 19 🍜						
					^	
General Information				_		Status Boa
	Last Documented	Date/Time	Comments]		
Code Status]		
Primary Diagnosis	Hyperthyroidism	30/05/22 14:26		1		Select Visit



OBJECTIVE

To implement standardized tools in the EMR system to facilitate nursing TOA on inpatient surgical units.

ACTIONS TAKEN

The Quality and Patient Safety (QPS) team completed needs assessment with the Inpatient Surgical team using focus groups. The feedback was incorporated in building

Primary Diagnosis	Hyperthyroidism	30/05/22 14:26			1
Past Medical/Surgical History]		
	Special Precautions (Designated by IPAC)	10/11/22 15:24]		Summary
Violence Risk	Yes	30/05/22 14:24]		Review V
	High Risk	30/05/22 14:26			Patient I
Medication Administration Method					New Res
Blood Glucose Monitoring					
Diet Order					Clinical F
Physical Assessment Summary Vital Signs and NEWS2: Physical Assessment Summary:					Vital Sig I & O Medicati Laborato Microbio Blood Ba Oncolog
Mobility					Reports
					Patient
					Notes
					Refresh
Follow Up/Outstanding					Orders
1 - Current Medications/Infusions					
1 - current Healcations/ Infusions					Clinical I
					Snapsho
Wounds/Tubes & Drains					Critical (
					Plan Of
2 - Consult/Following (eg Allied Healt	th MD Concults)				Worklist
2 - Consult/ Following (eg Alleu Healt	(II, HD CONSULS)				Mar
					Write No
3 - Pending (eg labs, results, medical	imaging)				TAR
·					
4 - Plan (eg disposition, barriers to di	ischarge)				Discharg
5 - Patient and Family Concerns (eg p	astient helongings)				
5 - Fatient and Family Concerns (eg p	Jacient Delongings)				
				\sim	
				Cancel	

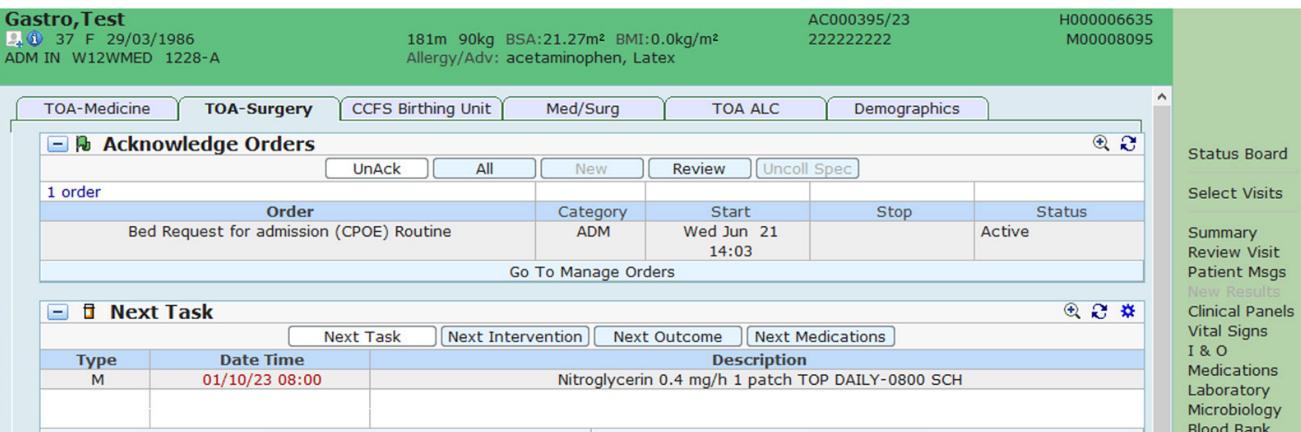


Figure 1.

Figure 2.

Screenshot of Inpatient surgical TOA note.

the Surgical TOA Widget and Note by the Information Systems team. Education and training was provided to nurses on Surgical Inpatient Units. PDSA cycles were used to implement the TOA Widget and Note. Changes were made as a result of the PDSA cycles. The utilization of the TOA Widget and Note was evaluated by the QPS team through completing audits.

Go To MAR			Go To Worklist					BIOOD BANK		
🖃 Diagnosis 🔍			Vital Signs and Oxygenation (9)				🖃 Gastrointestinal System 🔍			Oncology Reports
	Last Docu			Last Docu				tus/Nutrition	•	Patient Care Notes
Diagnosis	CHF (cong	21/06/23	Temperature	35.4 C L (17/0			al Tube/Feeding	1	Refresh EMR
Primary Diagnosis	Hyperthyr	30/05/22	Pulse Rate	46 beats			Ostomy			Kerresh LMK
Secondary Diagnosis HTN 30/05/22		30/05/22	Respiratory Rate	54 breath	. 17/0		Rectal Tube(s)			Orders
			Blood Pressure	100/65	17/0			Last Docum		ordero
Safety		•	Oxygen Saturation %	89 % L (9	. 17/0		Parameters	Within Defi		Clinical Data
	Last Docu	-	Oxygen Therapy	Room Air	17/0		Signs & Symptoms		12/07/2	Snapshot
Precautions	Special Pr		Oxygen Delivery Me		31/0		Feeding Ability	Set Up	30/05/2	Critical Care
Reason for Precauti	Previous	10/1	Oxygen Flow Rate (2	31/0		Dentures	None	30/05/2	Plan Of Care
Violence Risk	Yes	30/0	FiO2 (% Oxygen)	3	31/0					Worklist
Falls Risk	High Risk	30/0	NEWS2 Score Scale 1	10	17/0		🖃 Genitourin	ary System	•	Mar
	-		Pain (0-10)	3	30/0			urinary Status		Write Note
Last Docu				,	Foley Catheter			TAR		
			😑 Last Blood Glucose 🛛 🔍			Urinary Ostomy			Discharge Pla	
Language Spoken	English	30/0	Last Docum			Nephrostomy Tube				
Speech Pattern Clear/Normal 30/0		Last Blood Glucose 6 mmol per 09/06/22			Last Docum					
	Slow			_	-		Parameters	Within Defi		
	Aphasic		Neurological	System	•			••••••	12/07/2.	
									>	
/idget				Refresh						
otions				Widgets						?∂⋳⊠и

Screenshot for Inpatient surgical TOA Widget. Components consist of diagnosis, vitals signs, safety and other physical assessments.

SUMMARY OF RESULTS

The TOA Widget and Note was launched on Inpatient Surgical units in June 2023. Documentation audits were completed post implementation. The TOA note documentation showed improvements in nursing documentation. The results of audits after the second PDSA cycle revealed that the usage of the TOA note increased by 29% as compared to the first PDSA cycle.

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