**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.

**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 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.

**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.

**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.