

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

Janice Yu RN, BScN, MN; Yadira Suarez Angel RN, BScN, MHI; Dana Milicevic RN, BScN, MN; Bhavleen Singh RN, BScN; Amanpreet Ghuman RN, BScN, MScN; Elysia Semella RN, BScN; Jennifer Yoon RN, BScN, MSc (QI/PS), PhD Student

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.



Code Status	Last Documented	Date/Time	Comments
Primary Diagnosis	Hyperthyroidism	30/05/22 14:26	
Past Medical/Surgical History			
Precautions	Special Precautions (Designated by IPAC)	10/11/22 15:24	
Violence Risk	Yes	30/05/22 14:24	
Falls Risk	High Risk	30/05/22 14:26	
Medication Administration Method			
Blood Glucose Monitoring			
Diet Order			

Figure 1. Screenshot of Inpatient surgical TOA note.

Type	Date Time	Description
M	01/10/23 08:00	Nitroglycerin 0.4 mg/h 1 patch TOP DAILY-0800 SCH

Figure 2. Screenshot for Inpatient surgical TOA Widget. Components consist of diagnosis, vitals signs, safety and other physical assessments.