



# CLER Pathway 3: Care Transitions

# Education on Care Transitions

Transitions of Care, also known as hand-offs, vary in definition

- What communication techniques do you use when transitioning patient care?
  - Service Transfer
  - Discharge
  - Morning rounds hand offs
- Does your department use a method other than the PowerChart template?
  - Assessment tools
  - Checklists
  - Program-specific models
- Reflect on your initial discussion of patient care transitions throughout training
  - Workshops, Simulation training, Bootcamp

# Policies, Policies, Policies!

Each program has its own individual McGaw Policy

- In addition to your program's policies, there are resources you can review on NMI including:
  - Patient Care Policy “Education: Patient and Family” (see hand out)
  - SBAR
    - **S**ituation
    - **B**ackground
    - **A**ctivities/recent care
    - **R**equired Activities for next shift
  - NMH Transitions of Care Policy
    - See hand out
  - McGaw Transitions of Care Policy :

<http://mcgaw.northwestern.edu>



# Improving Care Transitions

You've heard it before and you're going to hear it again...

# NETS

- One example? Recent process improvement project:
  - EMR capabilities to support rigorous medication reconciliation at admission and discharge!
- Strategies are always being developed to improve care transitions between house staff and leadership
  - How may you ask?
  - It can't be stressed enough the **importance of knowing how to report an adverse event**
    - Questions? Talk confidentially to Risk Management, 6-RISK

PowerChart  
Anesthesia EMR  
EPIC  
FirstNet  
My Applications  
Medical References  
UpToDate  
Clinical Pharmacology  
Health Learning Centers  
NMH Patient Education  
MD On-Call Schedule  
NMH PACS  
NLFH AV PACS  
NMH ED Resources  
Pathology Handbook  
Surginet  
Clinical Connect  
NETS  
NM Web Paging  
Directory Search  
NMHC Web E-Mail  
Sentact Support Services  
System Access Management  
NMH FIMES  
Scheduling and Registration  
NMH Bed Board, Patient Escort  
NMHC/NMG Kronos  
NMH Incident Reporting  
MIDAS - NLFH Incident Reporting  
Enterprise Data Warehouse  
CultureVision  
NMH Clean Hands  
Giving Matters  
NMH Clinical Apparel  
Brand Center  
More

# The Bottom Line to Know

## Simple Guidelines to follow

- When participating in a transition of care, always consider:
  - A quiet area whenever possible
  - Allow time for questions
    - NMH faculty encourage a culture of asking questions and promote confirming information with all clinicians
  - The standard structure of verbal and non-verbal communication
  - Your program's standard written template
  - Who are your team members
    - Nursing, techs, patient care representatives
- And finally...
  - **All attending faculty directly supervise care transitions, hand-offs, and sign outs**