

Policies and Procedures

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| <i>Section:</i> School of Medicine (Phoenix) | | <i>NO.</i> | | | | |
| <i>Chapter:</i> Family Medicine Residency | <i>Issued: 1/1/2017</i> | <i>REV. A 3/13/2020</i> | <i>REV. B 10/14/2020</i> | <i>REV. C</i> | | |
| <i>Policy:</i> Transitions of Care | | <i>Page 1 of 2</i> | | | | |

PURPOSE

In compliance with the ACGME Institutional and Common Program Requirements, it is the goal of Creighton University to outline the procedure for transitions of care (hand-offs) for residents.

SCOPE

This policy applies to all Creighton University Arizona Health Education Alliance Family Medicine Residents.

POLICY

FM Inpatient Service AM Transition

1. Hand-off is at 06:00 AM.
2. Ward senior must be present to receive hand-off from night float at 06:00 am. The rest of the inpatient team must receive hand-off from night float physician regarding their patients whether in person at 06:00 am or by phone.
3. Night float physician must update the patient census in time for morning hand-off regarding any new admissions/consults and/or any changes to medical diagnoses/follow-up issues/medications. Discuss changes/issues with inpatient team in the morning.
4. Hold-over admissions for the daytime inpatient team are acceptable if the call for the admission arrived at most a half-hour before hand-off.

FM Inpatient Service PM Transition

1. Hand-off is at 18:00.
2. The entire inpatient team must be present for PM hand-off unless allowed to leave early by the ward senior.
3. The transition of care should follow the IPASS format.
4. Inpatient team must update the patient census in time for evening hand-off regarding any new admissions/consults and/or any changes to medical diagnoses/follow-up issues/medications. Discuss changes/issues with inpatient team in the morning.
5. Hold-over admissions for the night float physician are acceptable if the call for admission arrived at most a half-hour before hand-off time.
6. Only urgent tasks should be left for the night float physician.
7. If anticipating a discharge after hand-off, inpatient team should have discharge orders ready for the night float physician– either directly handing it to the night float physician or placing it in the hospital chart and informing the night float physician of its location. Discharge summaries will be done by the daytime inpatient team – unless a patient was admitted and discharged by the night float physician.

In the event of any discrepancies between program policies and the GME policy, the GME policy shall govern.

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- Any anticipated issues that may occur with your patients should be relayed to the night float physician.

Transitions Due to Emergency or Fatigue

If a resident is unable to work due to illness, emergency, or excessive fatigue, the resident on back-up call may be called in to work for them. This will be coordinated through the chief residents. The resident should notify the chief residents, who will notify the program director and clinic staff of the change.

FM Outpatient Service Transition

All providers must arrange for another provider to take care of messages and other tasks while they are away. This could be another resident on their care team or the nurse practitioner designated to support the resident care teams. This coverage must be arranged in advance and communicated to the rest of the providers and staff.

Health Care appointments:

- Process for routine health care appointments.** It is recognized that many routine health care appointments need to occur during the workday. In recognition of the primacy of patient welfare in these situations and the impact on the program's other residents needing time off for these appointments should give the program 60 days' notice to their program.
- Process for urgent/emergent health care appointments.** The process for ensuring patients safety and continuity of care for urgent/emergent health care appointments should follow the same hand off process as for fellows needing to leave due to excessive fatigue or illness or family emergency.

REFERENCES

Creighton University GME Policy link:

https://medschool.creighton.edu/sites/medschool.creighton.edu/files/toc_policy_gmec_approved_8.13.2020.pdf

AMENDMENTS OR TERMINATION OF THIS POLICY

Creighton University reserves the right to modify, amend or terminate this policy at any time.

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