

## ***Policies and Procedures***

<i>Section:</i> <b>School of Medicine (Phoenix)</b>		<i>NO.</i>				
<i>Chapter:</i> <b>Surgery Residency – St. Joseph’s Hospital and Medical Center</b>	<i>Issued:</i> <i>07/01/2017</i>	<i>REV. A</i> <i>06/04/2018</i>	<i>REV. B</i> <i>01/29/2020</i>	<i>REV. C</i> <i>11/1/2020</i>		
<i>Policy: Transitions of Care</i>		<i>Page 1 of 2</i>				

### **PURPOSE**

To facilitate safe, efficient and effective transitions in patient care (also known as hand-offs or sign-outs). The goal is to prevent errors during transitions of care and to minimize the number of transitions between care providers.

### **SCOPE**

This policy applies to all surgery residents under the sponsorship of Creighton University School of Medicine/St. Joseph’s Medical Center (Phoenix) Program.

### **POLICY**

1. All clinical assignments limit transitions of patient care to a maximum of two in a 24-hour period.
2. All sign-outs are conducted in a direct communication between the residents responsible for each surgical service and the on-call resident team.

### **PROCEDURE**

1. Patient sign-outs are conducted in a non-public area within the hospital to ensure patient confidentiality and lack of distraction. No transitions are performed in public areas where patient confidentiality may be compromised.
  - a. Hand-offs can be conducted over the phone as long as both parties have access to an electronic or hard copy version of the sign-out sheet. Additionally, all attempts to preserve patient confidentiality are observed.
2. Patient sign-out must be both written and verbal and include the following:
  - a. Patient identifiers including name, age, ID number, location, date of admission
  - b. Name and contact number of responsible resident and attending physician
  - c. Key information on current condition and care plan (diagnosis, surgeries, date of surgery, diet, activity, planned operations, pending discharge, significant events during the previous shift, relevant allergies and medications; patient contacts, code status, advance directives)
  - d. Overnight care issues with a "to do" list including follow up on pending laboratory and imaging; any anticipated issues and suggested interventions
3. The written sign-out list for each service is username/password protected and accessible at any on campus terminal. This list is kept updated, with input and revision of information at least twice per day.

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4. All hand-offs are conducted in the presence of a senior level resident (PGY 4-5) to ensure that sign-out is thorough with the appropriate levels of communication between members of the hand over process. Once competence is demonstrated junior residents may sign-out independently.
5. Senior level residents monitor the electronic and hard copy sign-out lists to ensure the accurate transmission of patient information during the daily hand over process. Senior level residents also are responsible for signing to the entire service to the senior level resident resuming patient care responsibilities.
6. An established pager number is kept for the in-house residents. The nursing staff can consistently contact all members of the care staff using these pager numbers. These numbers are provided on all posted call schedules.
7. The current call schedule is available to all services and staff via the surgery shared drive.
8. Health Care appointments
  - a. 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 7 days’ notice.
  - b. 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 residents 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](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