The INEED handoff tool: A Quality Improvement Project Empowering Inpatient RNs during Patient Handoffs from Emergency Department RNs

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Introduction

- What is the patient handoff?
  - Transfer of patient information from Sending RN → Receiving RN

- The transition from ED to Inpatient setting is prone to errors in handoffs

- Lapses in communication = delays in patient care

- Standardizing handoffs is a solution!
Literature Review

- Common themes
  - Consider input from receiving RN
  - Use of a handoff tool
  - RN satisfaction as indicator for effectiveness

- Gaps in Literature
  - Role of the Receiving RN is diminished
  - Limited studies focusing on the ED to Inpatient handoff
Methodology

- Setting
  - Med/Surg Overflow floor at Trauma Level 1 Med Center
  - Only receives patients from the Emergency Department

Phase 1: Development of the INEED Handoff Tool

- IPASS as the framework
- Input from floor charge nurses

<table>
<thead>
<tr>
<th>I</th>
<th>Illness Severity</th>
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<tbody>
<tr>
<td>P</td>
<td>Patient Summary</td>
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<tr>
<td></td>
<td>Summary statement</td>
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<td>Events leading up to admission</td>
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<td></td>
<td>Hospital course</td>
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<td></td>
<td>Ongoing assessment</td>
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<tr>
<td></td>
<td>Plan</td>
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<tr>
<td>A</td>
<td>Action List</td>
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<td>To do list</td>
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<td>Time line and ownership</td>
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<td>S</td>
<td>Situation Awareness and Contingency Planning</td>
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<tr>
<td></td>
<td>Know what’s going on</td>
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<td>Plan for what might happen</td>
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<td>S</td>
<td>Synthesis by Receiver</td>
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<td></td>
<td>Receiver summarizes what was heard</td>
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<tr>
<td></td>
<td>Asks questions</td>
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<td>Restates key action/to do items</td>
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INFORMATION

Male / Female

Diagnosis ____________________________

Pertinent History ____________________

Isolation Y / N                      Arriving in: Bed / Gurney / Wheelchair
If Yes ____________________          Reporting Nurse ________________

NEURO STATUS

Alert/Oriented x __________ Ambulatory Y / N

EMERGENT DATA

__________________________________________

__________________________________________

EXPECTED TASKS

__________________________________________

__________________________________________

DISPOSITION

Patient will be going to S1 BED # ______
Methodology

Phase 2: Implementation and Evaluation Using PDSA Cycle

• INEED tool was used by the Inpatient RN
• Two-week trial period on identified unit
• Electronic surveys sent to the Inpatient RNs who used the tool
Post Implementation Results

- 19 relief charge nurses recruited to use the INEED tool

- 14 RNs responded to the surveys after two weeks
  - 11 RNs agreed that the tool sought for adequate patient info
  - 10 RNs agreed that the tool improved the handoff process
  - 9 RNs agreed that they would use the tool again

- Feedback
  - Some ED RNs could still not answer some questions
  - Improve Layout of tool
### South One INeed Handoff Tool

<table>
<thead>
<tr>
<th><strong>Information</strong></th>
<th><strong>Reporting ED RN</strong></th>
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</thead>
<tbody>
<tr>
<td>Pt initials</td>
<td>Male / Female</td>
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<tr>
<td>Diagnosis</td>
<td>Code Status</td>
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<tr>
<td>Past Med History</td>
<td></td>
</tr>
<tr>
<td>Isolation</td>
<td>Arriving in Bed / Gurney / WC</td>
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<tr>
<td>If Yes, type:</td>
<td>Language</td>
</tr>
<tr>
<td>Alert/Oriented x</td>
<td>Ambulatory Y / N</td>
</tr>
</tbody>
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### Expected Tasks:

### Disposition:

Additional Comments

Targeted Bed #
Limitations and Conclusion
Thank You!

Acknowledgments
• Calene Roseman, RN South 1 Nurse Manager
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• I Love you, Mom and Dad!

I could not have done this without you all!

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