

EVMS Department of Otolaryngology Resident Transitions of Care Policy

Transitions of care are defined as the transfer of information, authority and responsibility for the purpose of ensuring the continuity and safety of the patient's care. The transition of care, or handoff of information, occurs twice a day in each morning and afternoon. In the morning the information is relayed from the junior resident on call to the junior resident covering the patient on their respective service or team. The senior resident relays information to the senior resident responsible for the service or team of the patient as well. In the afternoon the information is relayed from the team or service covering the patient to the on-call residents in a similar fashion (Junior to Junior and Senior to Senior).

Description of Transfer of Care

I. Transition of care information sheet:

The information shared during transitions of care is located on our interactive and password protected patient list in a database in Anya. The primary team or service covering that patient is responsible for keeping the information up to date. The on-call resident will also update it as appropriate for changes during the night or weekend. Going through each of the boxes ensures that all required information is covered during transitions of care.

Methods for ensuring and monitoring effective structured handoff processes to facilitate both continuity of care and patient safety.

1. Intern orientation lecture:

All EVMS General Surgery interns receive an orientation and workshop on the proper methods of performing structured handoffs. The Department of Otolaryngology residents teach PGY-1 and oncoming PGY-2 residents individually how to use SESKA database for transfer of care information sheet.

2. Patient database:

The EVMS Otolaryngology residency employs the use of an encrypted database available remotely with internet access for active patient data. The database includes patient name, location, demographics, staffing attending, admitting diagnoses/procedures performed, active medications, pertinent medical history, and to be completed items such as lab or imaging follow-up, pending consultant information, upcoming procedures, or planned clinical events [dressing changes, trach change, etc.]. The database also allows for inclusion of treatment plan, as well as pertinent if/then scenarios (loss of airway, bleed, clinical worsening).

A Clinical Practice of EVMS Medical Group

OTOLOGY/NEUROTOLOGY

Barry Strasnick, MD, FACS
Professor Chairman
Stephanie Moody Antonio, MD, FACS
Associate Professor
LARYNGOLOGY
John Sinacori, MD, FACS
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LOCATIONS:

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SENTARA PRINCESS ANNE 2075 GLENN MITCHELL DRIVE, SUITE 310 VIRGINIA BEACH, VA 23456 TEL 757.689.8500 FAX 757.301.2530

3. Location and time:

All morning transfer of care information is expected to be passed off by 7AM with the appropriate updates to the transfer of care information sheet and verbal communication to the services caring for the patients by the on call team. The evening transfer of care information will be performed from the team members caring for the patient during the day to the on call team prior to their leaving work for the day. The information will be updated and verbal communication with the on call team will be performed prior to leaving the patient care facility after evening rounds.

The Department of Otolaryngology ensures that residents are competent in communicating with team members in the handover process.

Residents are formally evaluated by chief residents two (2) times a year. The formal evaluations are documented and tracked to ensure that each resident is evaluated two (2) times a year.

The Department of Otolaryngology ensures that schedules are clearly indicating the attending physician and residents responsible for each patient's care.

The residents and attending that are responsible for each patients' care during working hours are clearly marked on the transition of care information sheet. The call team is responsible for all patient care after the handoff occurs each evening until the next morning at 7AM. The call team is clearly indicated on the Department of Otolaryngology call schedule.