Implementing Best Practices in Transfer of Accountability in Inpatient Mental Health Settings

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Disclosure

• The speakers have no conflicts of interest to disclose

Learning Objectives

At the end of this presentation, participants will be able to:
• Define transfer of accountability
• Identify the consequences of ineffective transfer of accountability by psychiatric nurses
• Identify best practices in transfer of accountability that can be used in inpatient psychiatric settings
• Explains methods that can be used to evaluate and sustain best practices in Transfer of Accountability in inpatient psychiatric settings
Introduction

• Inpatient psychiatric nurses are commonly involved in transferring accountability for the care of patients between one another during transitions in care including
  • Change of shift
  • Patient transfer from one setting to another

Transfer of Accountability Defined

• Transfer of Accountability is defined as the communication or transmission of technical information between clinicians about a patient relevant to his or her condition and care at a transition point (Caroll, Williams & Gallivan, 2012)

Transfer of Accountability Outcomes

• Effective ToA ensures continuity of care and safe care delivery (Poh, Parasuram, Kannusamy, 2012)

• Ineffective ToA can result in negative consequences including discontinuity of care, adverse events and patient complaints (Deacon & Cleary, 2012)
Transfer of Accountability Challenges

- Transfer of accountability can be challenging in inpatient psychiatric settings due to
  - Increasing patient acuity
  - Shorter lengths of stay
  - High occupancy rates
  - Frequent staff changes

Improving Transfer of Accountability

- A QI project was conducted at St. Michael's in Toronto, Canada to implement best practices in ToA at change of shift in the Inpatient Psychiatric Program

- The QI project was initiated January 2013 and was led by a CNS and three frontline RNs

Identifying Best Practices in ToA

- A literature review was conducted to identify best practices in transfer of accountability
  - Medical/surgical inpatient settings
  - Psychiatric inpatient settings
Identifying Best Practices in ToA

- An internal scan of ToA practices was conducted in the Inpatient Psychiatric Program
- An external scan of ToA practices in Inpatient Psychiatric Programs in the Greater Toronto Area was conducted

Best Practice in ToA #1

- Standardize the technical information communicated about patients relevant to their care and condition at change of shift

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<thead>
<tr>
<th>I</th>
<th>Identity</th>
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<tbody>
<tr>
<td>P</td>
<td>Patient Summary</td>
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<tr>
<td>A</td>
<td>Action Plan</td>
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<tr>
<td>S</td>
<td>Safety Checks</td>
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<td>S</td>
<td>Specific Patient Concerns</td>
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Best Practice in ToA #2

- Engage patients in the change of shift transfer of accountability process at the bedside
Our Aim

<table>
<thead>
<tr>
<th>TAPE RECORDED CHANGE OF SHIFT REPORT</th>
<th>BEDSIDE RN to RN CHANGE OF SHIFT REPORT</th>
</tr>
</thead>
<tbody>
<tr>
<td>At the nursing station</td>
<td>At the bedside</td>
</tr>
<tr>
<td>Non-standardized format</td>
<td>Standardized format</td>
</tr>
<tr>
<td>Patient not involved</td>
<td>Patient engaged in process</td>
</tr>
<tr>
<td>Length up to 45 minutes</td>
<td>Length up to 15 minutes</td>
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<tr>
<td>Retrospective</td>
<td>Prospective</td>
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Implementing Best Practices in ToA

- A policy was developed to establish boundaries for acceptable behavior and guidelines for implementing best practices in transfer of accountability in the Inpatient Psychiatric Program

Implementing Best Practices in ToA

- A transfer of accountability worksheet was developed to standardize communication of technical information about patients relevant to their condition and care at change of shift
Implementing Best Practices in ToA

- Baseline training in best practices in ToA was provided for all RNS
  - 2 hours
  - Interactive
  - Pre and post tests

Implementing Best Practices in ToA

- Job aids were developed to support practice change

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<td>Action Plan</td>
<td>Safety Check</td>
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- Patient Education was provided to promote consumer involvement in ToA at the bedside
  - Small group education
  - Educational pamphlet
  - Signs
Implementing Best Practices in ToA

• 1:1 coaching and support was provided to all inpatient psychiatric nurses over 2 weeks
  – ToA champions
  – Clinical Nurse Specialist
  – Educator
  – Team Leader
  – Clinical Leader Manager

Evaluating Best Practices in ToA

• Face to face audits are being conducted on an ongoing basis on all shifts

• Metrics have been identified to measure performance
  – Standardized format
  – Patient engagement

Sustaining Best Practices in ToA

• Many methods are being utilized to sustain best practices in ToA including
  • Newsletter
  • Posters
  • Communication board
  • Staff surveys
  • E-learning
  • Patient Testimonial Video
Conclusion

• Standardizing the communication of technical information by inpatient psychiatric nurses about patients helps to ensure continuity of care and safety

• Psychiatric inpatients can be successfully engaged in the transfer of accountability process

References


References
