

Handover

Improving patient care handover processes in Europe

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Why Study and Improve Handovers?

- Handovers are the
 - Basis for transferring care of patients across shifts and across care settings
 - Critical for maintaining continuity and safety of patient care
- A handover of patient care introduces a “vulnerable gap” and may result in errors, “near misses”, and adverse patient events

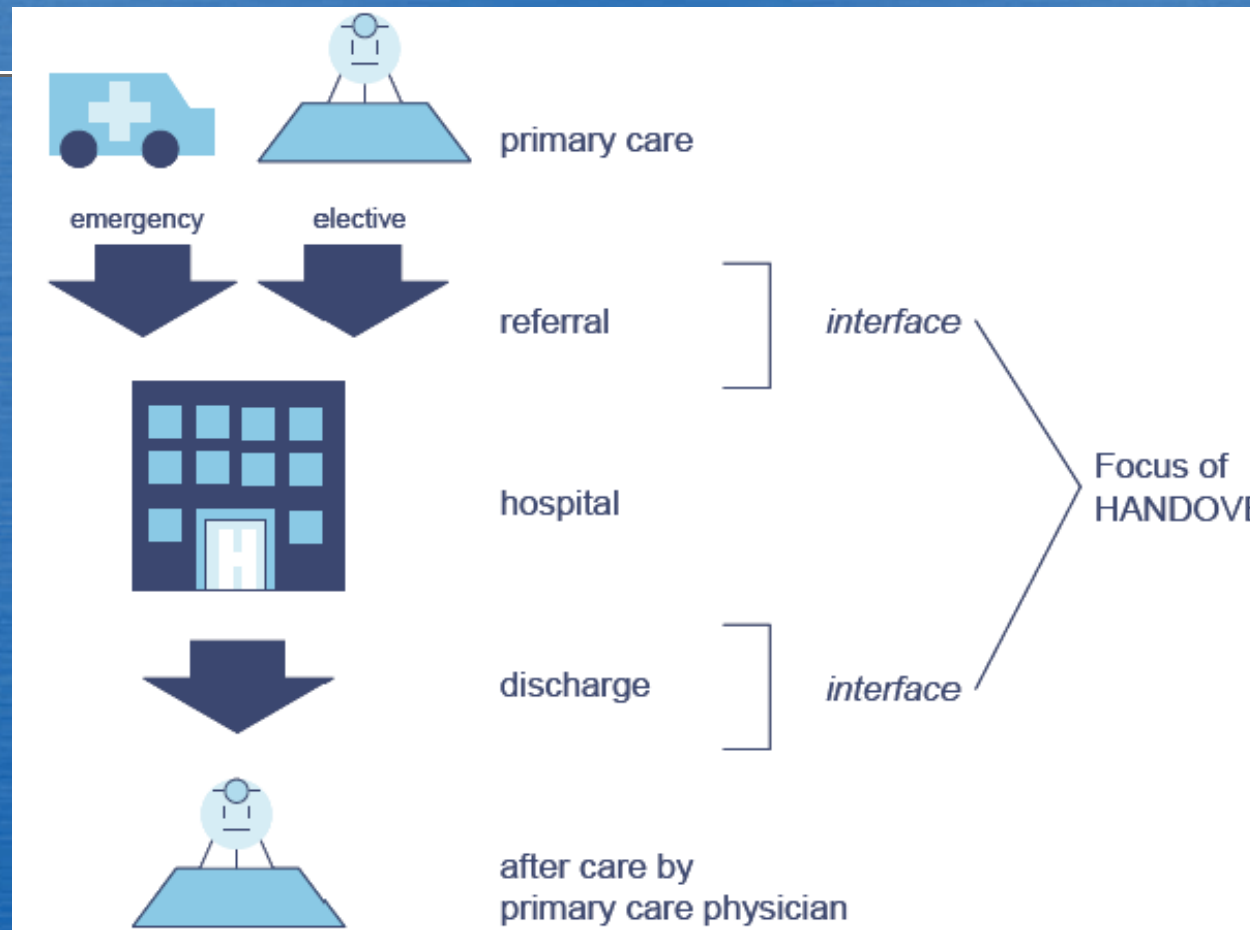
Role of Handovers

- Exchange of vital information
- Shared mental models and cognition of patient status
- Exchange and uptake of responsibility
- Part of the microsystem life-cycle
- Vital to care giving unit, patients, and workers survival

We're Not the Only Ones

- Handovers of patient care have become a focus of worldwide patient safety improvement efforts
 - The World Health Organization (WHO) listed “Communication during Patient Care Handovers” as one of its High 5 patient safety initiatives
 - Improving effective communication throughout the hospital is one of the patient safety goals of the Joint Commission International

Hospital to Community Transition



Many Actors are Involved





Unfortunately, animals sometimes lack the necessary skills to communicate with each other.

EU-7 Grant

- 3 year project to study handovers in 6 countries, announced in April 2008 and awarded in October 2008
- This was the first time the EU has funded a project on transitions of care.
- A key driver was the movement of patients across countries

Objectives of Eu FP-7 Grant

- Understand safety of hand-over processes in a variety of settings and countries in EU
- Develop and apply educational and organizational strategies for safe and effective handovers
- Review and assess what we've learned about handovers in clinical settings
- Disseminate the learning

Participants

- The Netherlands
 - University Medical Centre Utrecht
 - Centre for Learning Sciences and Technologies (OUNL)
 - Radboud University Medical Centre
- Avedis Donabedian Institute, Autonomous University of Barcelona, Spain
- University of Birmingham, United Kingdom
- Azienda Sanitaria Firenze, Italy
- Karolinska Institute, Sweden
- National Centre for Quality Assessment in Healthcare, Poland

How are we learning about handovers in each setting?

- Structured Interviews
- Focus Groups
- Process analysis

Progress to Date

- Three face to face meetings
- Monthly conference calls
- Ethics approval in all the countries
- Website for group work
- Training in qualitative methods (Atlas course next week)
- Methods guide
- Developed interview tools for patients, providers
- Completed comprehensive literature review
- Actively interviewing --- 50-80 combined in the different countries
- 4 PhD students (Sweden, Italy, 2 in NL) with cross mentoring

Challenges

- Linguistic challenges of the team members
- Different health care delivery models
- Different health care financing models
- Different administrative challenges related to governance

Summary of Early Wins

- We've grown an incredible international community of scholarship and camaraderie
- Face time early on in the grant fostered growing trust with multiples direct and indirect communication channels
- Agreement on consortium rules with a governing body made up of the chief investigators addressed publication rights, shared decision making process
- Mentorship of research teams visiting other teams has helped build collaborative spirit

Future work

- While we've made remarkable progress, we are still in the early stages of our research
- Ultimately, the goal is to identify and implement interventions that can reduce the risks associated with transitions in care