

Trillium awarded for patient transferring



Supplied photo

Going through the "five checks at the bedside" as part of Trillium Health Centre's award winning Safe Patient Hand Off process are (left to right) Julie Santarossa, RPN, orthopaedic unit patient Penny Gallier of Mississauga, and Rochelle Wuthrich, RN, in Penny's room at Trillium-Mississauga's new inpatient wing.

By: Louie Rosella

June 2, 2009 01:18 PM - Trillium Health Centre has received national recognition for an initiative that has improved patient care.

The hospital's Transfer of Accountability — Safe Patient Hand Off program was presented with the Canadian College of Health Service Executives Health Care Safety Award.

"Our project was inspired by all of the outstanding nurses at our Mississauga and West Toronto locations and by their commitment to patient safety," said Susan Bisailon, Trillium's director, neuroscience/MSK health system and complex continuing care. "In the hospital setting, the care of a patient is typically transferred from one nurse to another during a shift change. Yet, studies show that patients are most vulnerable to sentinel events from miscommunication at hand-off."

Transfer of Accountability or Transfer of Care can be described as a system of nurse-to-nurse communication between shift changes intended to transfer essential information for safe, holistic care of patients, Bisailon said.

"The goal of Trillium's Transfer of Accountability - Safe Patient Hand Off initiative was to provide a structured, interactive, collaborative communication between staff and their patients to involve the patients by sharing timely, accurate information about their care plan, treatment, current condition and any recent or anticipated changes," said Cecile Marville-Williams, Trillium's manager of cardiac services, patient unit. "By improving the transfer of accountability process we have seen marked improvements in efficiencies and effectiveness as well as enhanced quality of patient care and increased patient and staff satisfaction."