The Problem

- Care transitions are vulnerable periods for patient safety.
- Patients transferred directly from the operating room (OR) to the intensive care unit (ICU) often have complex medical issues requiring specific care based on OR events.
- The UCSF intraoperative (PICIS) Anesthesia record is not easily accessed by ICU staff.
- The OR course can become a “Black Box” of unknown events with loss of information critical to patient care and safety.

The Project

Creation of an electronic “ICU Transfer Note” in UCARE using a custom NoteWriter template.

Anesthesia providers complete Transfer Note for all patients transferring from OR to ICU.

Content:
- Critical OR events
- Patient condition
- Airway details
- Medications, infusions
- Blood loss
- Recommendations and considerations

Once completed, the note is accessible to all healthcare staff and can be used as a template to guide verbal handoff reports.

Implementation

- Project introduced and promoted at departmental Grand Rounds
- Monthly audit results distributed via email
- Posters placed in lounge as reminder and education
- Target completion rate for 2011-2012 increased from 90% to 95%
- Individuals with highest completion rates were identified and addressed
  - Residents returning to Moffitt Long from other sites
  - Cases during which primary team was relieved during the case
  - Cases that did not have a resident involved

Results/Progress to Date

Transfer Note Completion Rate by Month
(Approximately 1/4 of case audited each month)

Goal: 95% or greater completion rate of ICU Transfer Note for patients going from OR to ICU

- Positive feedback from ICU teams, both MDs and nurses.
- Expectation created that note would be completed, representing a culture change.

Lessons Learned

- Implementation of resident-driven quality improvement initiative can be successful even with ambitiously high completion rate
- Factors contributing to success:
  - Importance of issue chosen for project
  - Monthly feedback, including personalized feedback
  - Regular reminders
  - Ease of use
  - Residents themselves rely on Transfer Note for their patient care, in both the OR and the ICU.

Moving Forward

- A new version of the ICU Transfer Note has been created in Apex
- Summary note will be used for all anesthesia patients
- New electronic medical record system will eliminate the “Black Box” of OR data and events

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