Resident physicians in the emergency department will use a standardized patient TOC format 50% of the time in 8 months.

PROJECT AIM

Resident physicians in the emergency department will use a standardized patient TOC format 50% of the time in 8 months.

PROJECT DESIGN/STRATEGY

The project targets EM and EM/IM residents at ECU/Vidant.

CHANGES MADE (PDSA CYCLES)

1. May 2019 – Presentation given at resident conference on QI and transition of care in the ED; small groups created fishbone diagrams of factors affecting “Standardized Resident Check-Out in the ED.”
2. July 2019 – For 2 weeks, residents were encouraged to use the I-PASS handoff system and anonymously provide feedback on the method.
3. December 2019-January 2020 – Anonymous Qualtrics survey assessing resident perception of current TOC.

RESULTS/OUTCOMES

• From the fishbone diagrams, the most identified factors affecting TOC in the ED were resident experience level, attending influence, workroom size, number of computers, and interruptions.
• Perceived benefits of I-PASS were focused on the thoroughness of TOC.
• Perceived drawbacks of I-PASS were length of time required for TOC, redundancy of the system, and difficulty remembering each part of the system.
• 30 residents (62.5%; 11 PGY-1; 10 PGY-2; 9 PGY-3, -4, or -5) responded to the Qualtrics survey, with results to some questions displayed below.

• Resident dissatisfaction with a standardized TOC appears to be due to the perceived increased length of time required for TOC.
• A majority of residents believe that standardized TOC would improve patient safety and information transfer.
• An unexpected complication during the I-PASS PDSA cycle was the requirement for attending physician buy-in because residents and attendings currently perform morning TOC together.
• Residents indicate that environmental factors influence TOC, which could be a potential target for QI.

POTENTIAL NEXT STEPS

• Resident simulation session practicing and comparing a standardized TOC method versus the usual method
• Anonymous survey of resident TOC perceptions and practices

ACKNOWLEDGEMENTS

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REFERENCES


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