

Increasing the Western Physical Medicine & Rehabilitation Weekend Handover



Completion Rate: A Quality Improvement Initiative



Western
The Centre for Quality, Innovation and Safety

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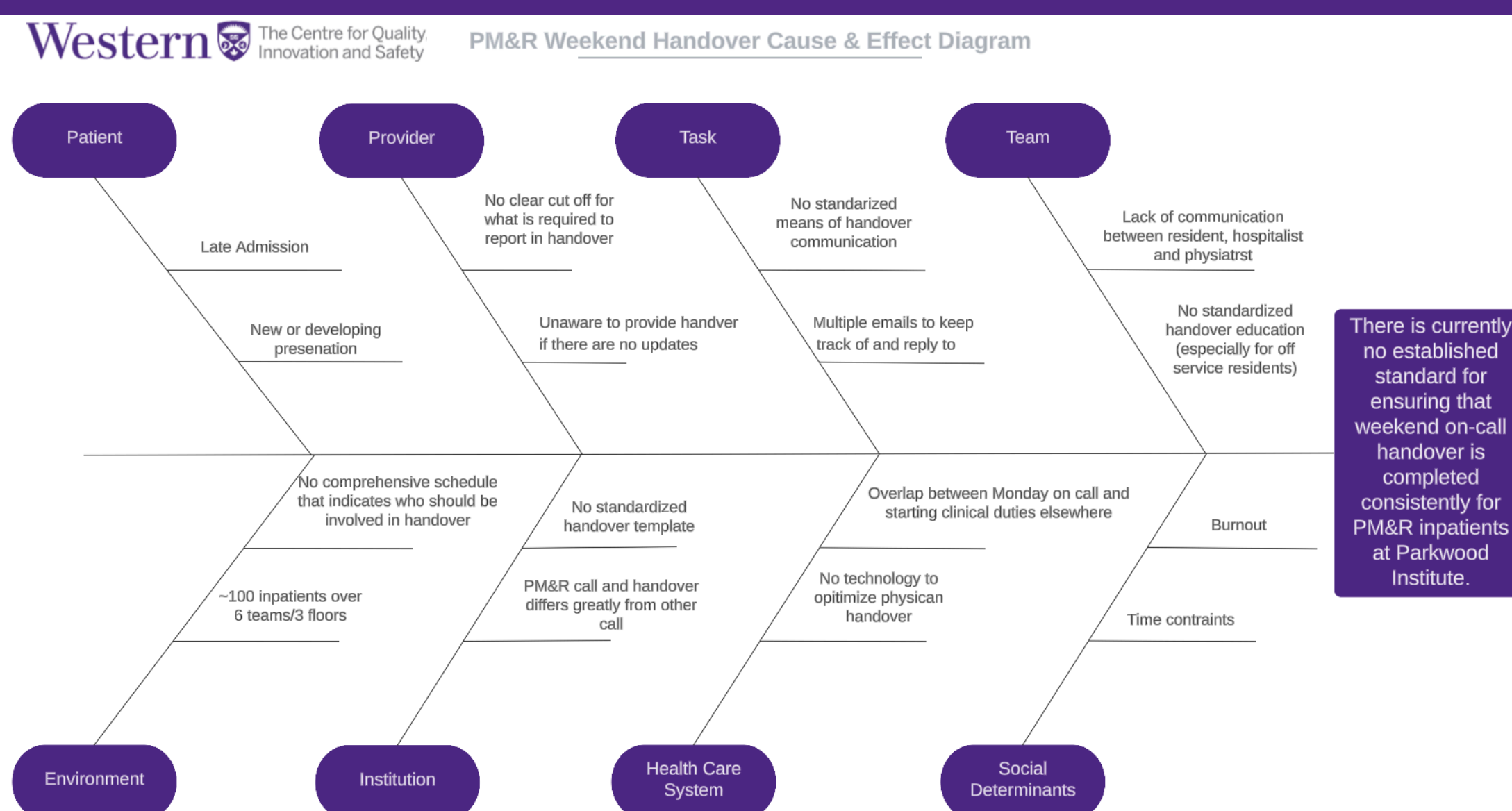
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AIM Statement: Increase the Western PM&R weekend handover completion rate from 68% to 100% by March 2024 to improve communication, satisfaction, and patient care.

PROBLEM DEFINITION

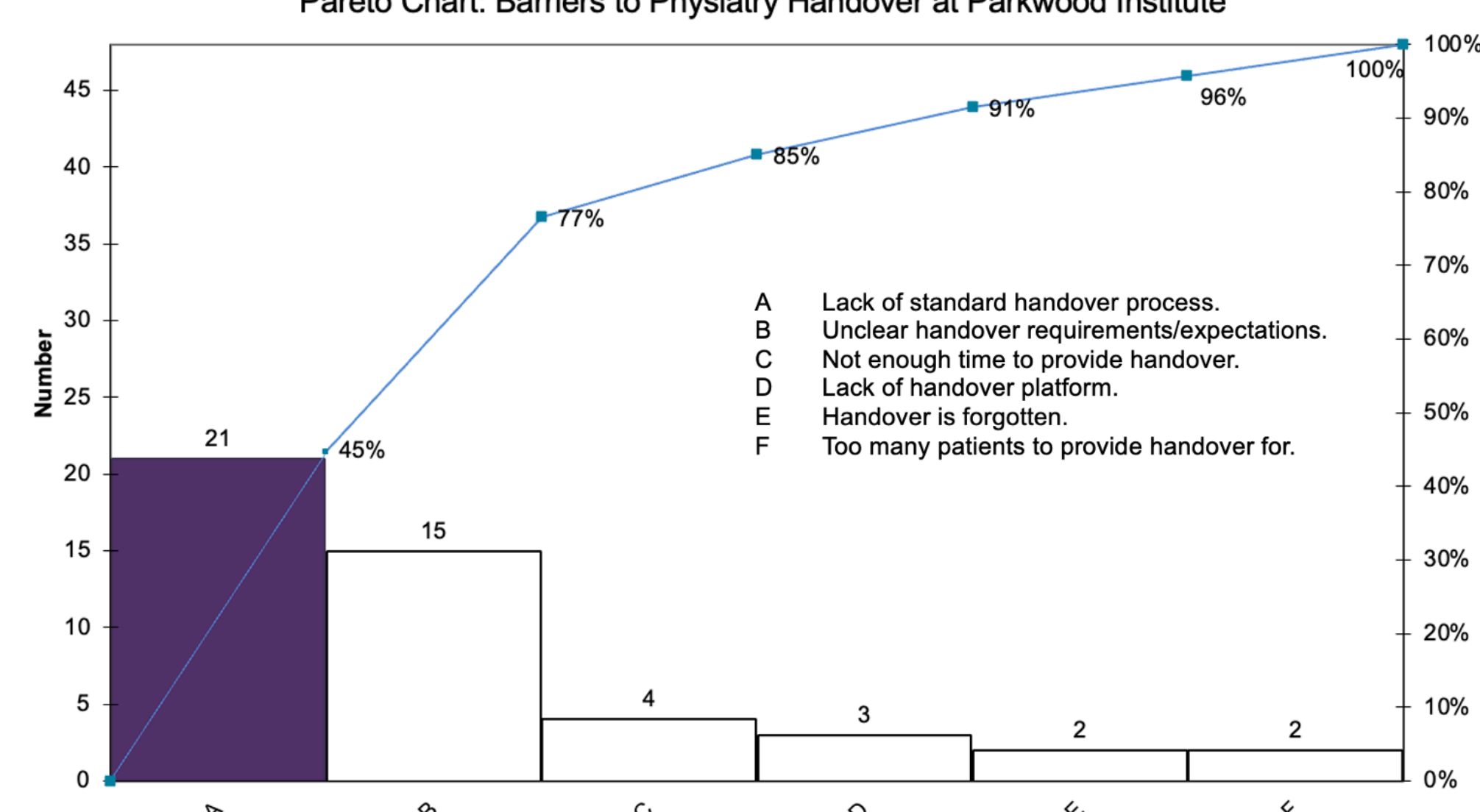
Inadequate handover protocols are frequently identified as critical factors contributing to adverse patient outcomes. Handover communication is a requirement of the provincial physician regulatory colleges. There is currently no established standard for ensuring that weekend on-call handover is completed consistently for PM&R inpatients at Parkwood Institute. Handover is currently only provided for select patients at the discretion of the provider.

ROOT CAUSE ANALYSIS



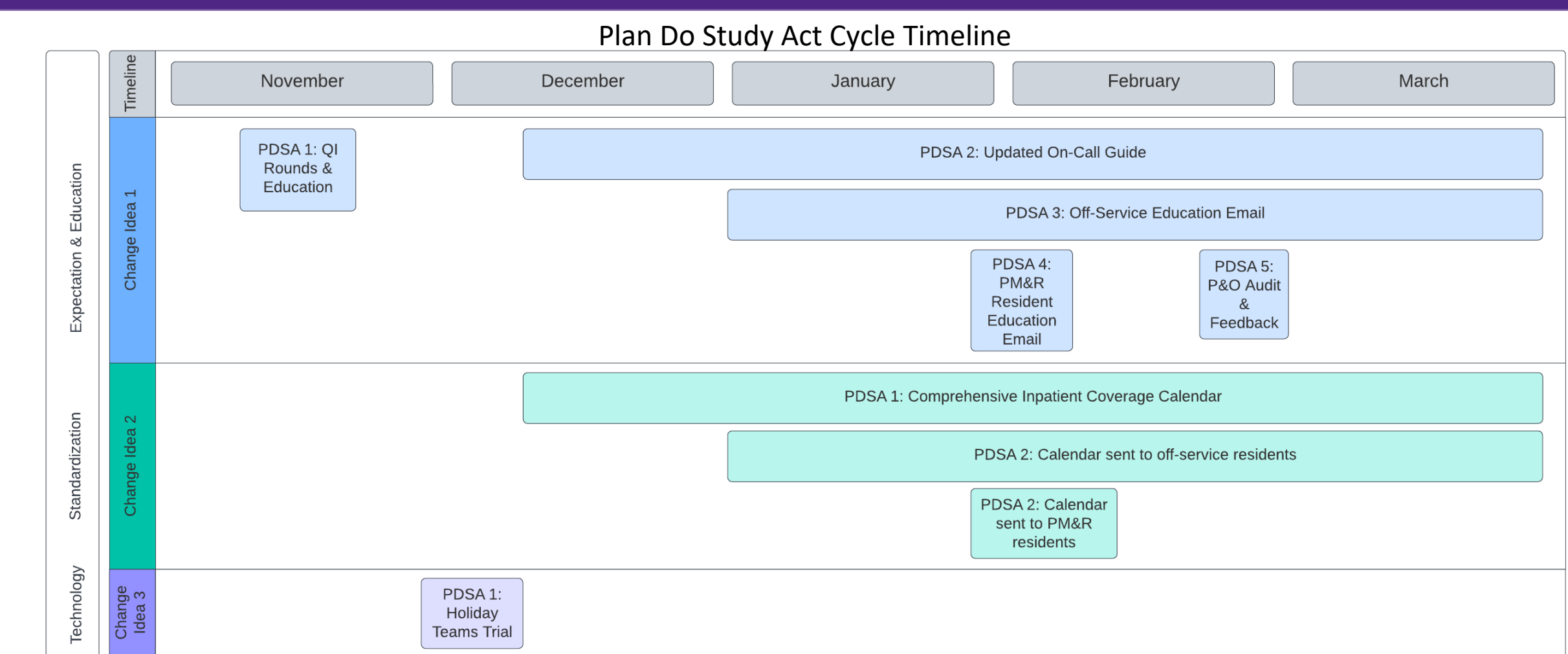
Twenty-five key stakeholders (14 physiatrists, 3 hospitalists, 8 residents) identified 3 priority root causes: no standard handover process, unclear handover requirements, and not enough time to provide handover.

Pareto Chart: Barriers to Physiatry Handover at Parkwood Institute



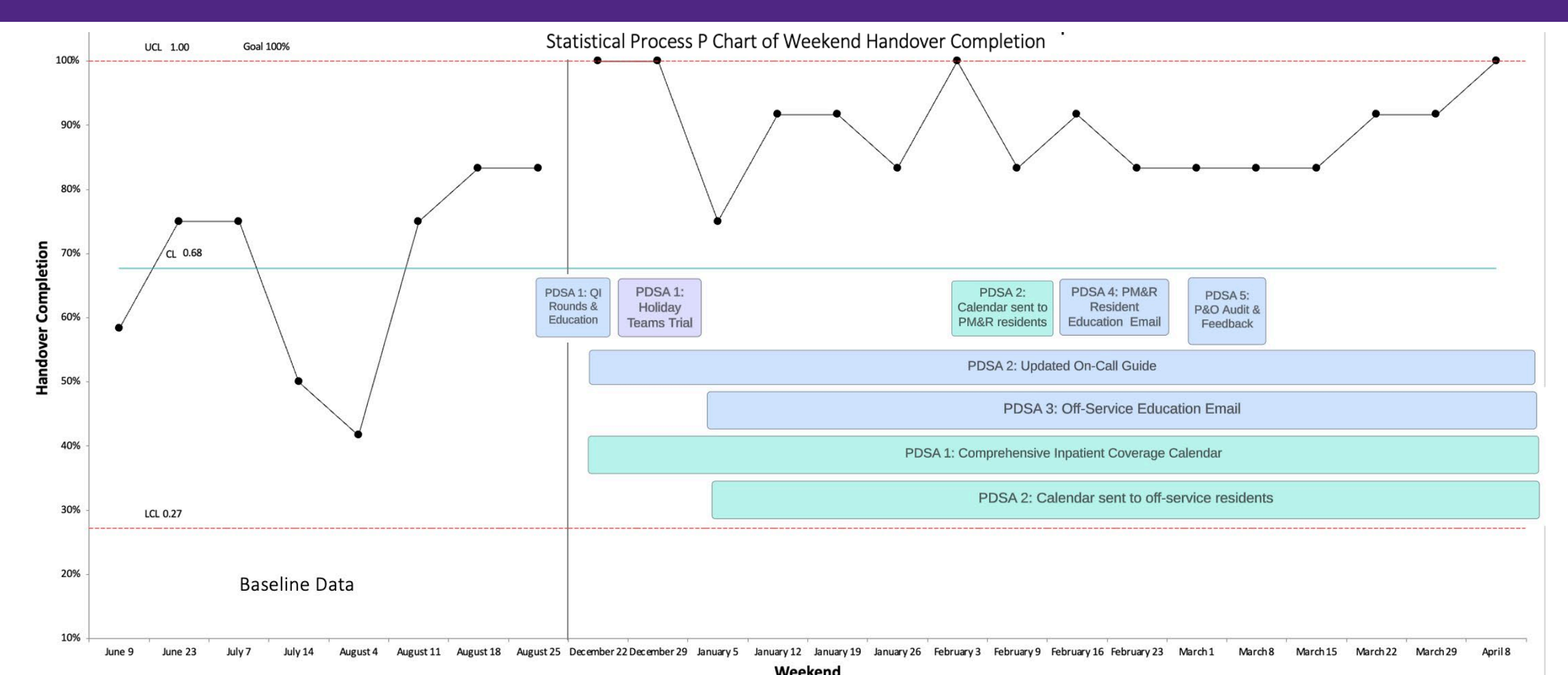
Lack of weekend handover standardization and unclear weekend handover expectations were responsible for low weekend handover completion.

IMPLEMENTATION

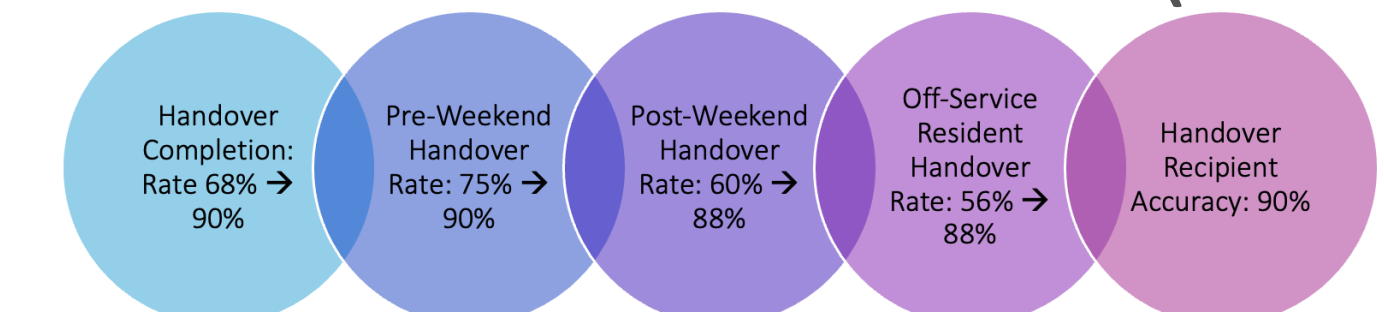


Three change ideas (clarifying expectations, creating standardization and optimizing technology) were implemented over multiple plan-do-study-act cycles between November 2023 to March 2024.

MEASUREMENT & RESULTS

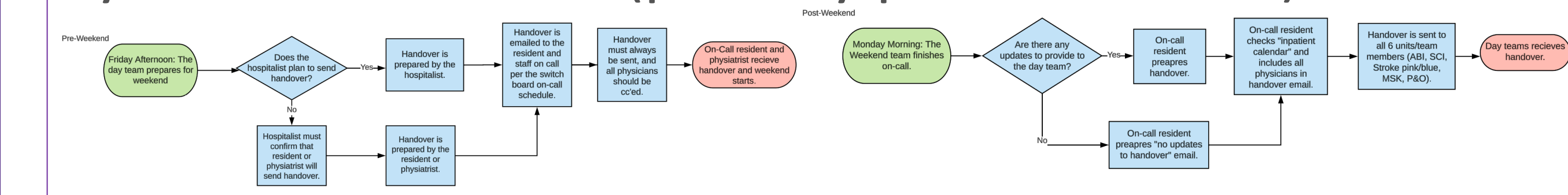


Providing standardization and clarifying expectations has led to improvements in the handover completion rate. Further improvement may be limited by the limited number of drivers addressed (i.e. technology).



SUSTAINABILITY

Future weekend handover completion rates will be monitored with quarterly handover audits performed by the lead resident (primary process owner).



Driver Diagram: Increasing the Western University Physical Medicine & Rehabilitation Weekend Handover Completion Rate

