



We celebrate the efforts of the organization as they develop noteworthy activities, practices, or processes that are innovative and tied to CCHSA's Quality Standards

## Improving Patient Transfers

June Spruce  
Hospital Risk Manager,  
Director of Patient Care  
Woodstock General Hospital

### Improving Patient Transfers

- Accreditation – 2006
- 120 bed community hospital in South-Western Ontario
- ROP – to employ effective mechanisms for transfer of information at interface points including patient/client movement

### Patient Transfer Team

- Following PDSA (Plan, Do, Study, Act cycle)
- Meetings with front line staff and directors from all nursing departments
- Developed a common goal and identified common concerns with the present process

### Developed a Pilot Tool

- Tool to be used with every transfer
- Completed by the primary nurse to the primary nurse receiving the patient
- Part of the medical record

### Obtaining Buy-in

- Memos to unit
- Unit champions with charge nurse/directors
- Mandatory staff training with all nurses and ward clerk January/February 2006

### Audit and Revision

- Audit form developed and asked each director to audit 5 forms
- Identified compliance issues, need to make minor revisions, need to consider faxing/telephone contact

### Next Steps

- Have just completed a second audit
- Working on Discharge process to continue to meet ROP requirement of transfers points
- Work with other departments on interface points

