

TICKET TO RIDE

Cheryl Gremban RN-BC, BSN
John Muir Concord Campus
gremban@sbcglobal.net

Purpose and PICO Question

To increase the accuracy of SBAR handoffs during intra-hospital transport of non-ICU patients. In the population of John Muir Concord Campus RNs, will a SBAR report form that is called a “Ticket to Ride” and includes checkboxes for “No RN Transport” and “Yes RN Transport” be less confusing to complete accurately?

Background and Evidence

An event in Medical Imaging led to the rapid development of a SBAR handoff form with guidelines for RN transport. Patients were originally assigned Levels for transport where Level I was the healthiest patients and Level IV were the sickest. Then the Emergency Department instituted a new Triage system where Level I was the sickest and Level V was the healthiest. There was concern that those would cause increased confusion. Communication is the number one cause of sentinel events. Root cause analysis reveals that 70% of sentinel events were due to communication issues. Fifty percent of communication failures occur during handoffs.

Methods

“Ticket to Ride” was introduced to the staff and the staff was educated by the following methods: e-mail, posters, small group discussions, and one on one discussions. SBAR handoff forms were audited before and after the change for completion and accuracy. RNs in Medical Imaging kept records of patients brought to the department that were classified incorrectly.

Results

Between December and June, the completeness of RN Transport increased from 75% to 89%, RN phone number increased from 83% to 87% and last time medicated for pain increased from 43% to 87%. During that same time period, the RNs in Medical Imaging discovered the number of patients who came to the department decreased from 17 to 1.

Discussion

Although “Ticket to Ride” was completed more accurately than the previous SBAR handoff form, there is still room for improvement. I had great success educating the transporters in Medical Imaging over what to look for on the form for completeness and accuracy. In the future, I would like to provide the same education for the transporters who work in the surgery department.

Selected References

Schell, H. (2006). “Moving Pains.” AHRQ WebM&M: Case & Commentary.

Pennsylvania Patient Safety Authority (2009). “Safe Intrahospital Transport of the non-ICU Patient Using Standardized Handoff Communication. Vol. 6 No. 1 March 2009: 16-19.

Key Words: SBAR, intra-hospital transport, Ticket to Ride, communication.