

MTP Handoff Communication Tool

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The importance of high-quality and complete communication between healthcare providers

A cross-sectional study (300 patients and 101 nurses) was performed by Ghahramanian et al. to investigate patient safety as it relates to medical staff communication (and other variables). The study analyzed questionnaires taken by surgical patients to evaluate their perceptions of the factors affecting the quality of care they received. “The results also suggest the need for designing strategies such as the change in hospital culture towards reporting of errors and effective communication and teamwork between healthcare professionals, which can consequently influence the quality of healthcare services and patient outcomes.”

- Ghahramanian A, Rezaei T, Abdullahzadeh F, Sheikhalipour Z, Dianat I. Quality of healthcare services and its relationship with patient safety culture and nurse-physician professional communication. *Health Promot Perspect.* 2017;7(3):168-174. doi:10.1517/hpp.2017.30.

Supporting Evidence for the Importance of Effective Communication

- “Communication failures contribute to nearly 70% of sentinel events.”
- “Effective teamwork is essential in high-risk environments such as the operating room.”
- “There are differing communication styles used by various members of the surgical team which on occasion, lead to communication failures.”
- “Good communication is an integral component of the culture of teamwork and as such, an important surrogate of patient safety.”
- “The aim of this qualitative study was to better understand the organisational and individual influences that shape interdisciplinary team communications in surgery. Such an understanding is important as it will inform the identification of interventions that would improve communication practices used by surgical teams.”
 - Gillespie B, Chaboyer W, Longbottom P, Wallis M. The impact of organisational and individual factors on team communication in surgery: A qualitative study. *International Journal of Nursing Studies*. 2010;47(6):732-741. doi:10.1016/j.ijnurstu.2009.11.001.

Supporting Evidence for the Importance of Effective Communication

- A survey of 170 interdisciplinary surgical team members was performed at an academic medical center.
 - “Preoperative communication was rated as suboptimal by surgical team members.”
 - Of the proposed barriers to preoperative communication (lack of time, difficulty in determining the assigned staff for a given case, high number of staff members per case, perceived personality differences, lack of a standard method of communication, or other individualized responses), lack of a standard method of communication (52.4% of respondents) was selected as the biggest issue.
 - “All groups strongly agreed that preoperative communication contributes to health care quality and patient outcomes.”
- Cruz S, Idowu O, Ho A, Lee MJ, Shi LL. Differing perceptions of preoperative communication among surgical team members. *The American Journal of Surgery*. 2019;217(1):1-6. doi:10.1016/j.amjsurg.2018.06.001.

Developing and Implementing New Handoff Tool

MTP Blood Administration Workflow Handoff

Ratio: 6u RBC: 6U FFP: 1U Platelets (administered within the first 4hrs of patient's arrival to hospital, then please return completed form to Blood Bank tube station #200)

Were other products infused prior to initiation of MTP? Yes No

Product	Time	Initial	Department

Cooler	Blood Products Administered			
	Ck box for all administered products			
1 st Cooler (Cooler # _____)	<input type="checkbox"/> RBC	Time _____	Initial _____	Department _____
	<input type="checkbox"/> RBC	Time _____	Initial _____	Department _____
	<input type="checkbox"/> FFP	Time _____	Initial _____	Department _____
	<input type="checkbox"/> FFP	Time _____	Initial _____	Department _____
2 nd Cooler (Cooler # _____)	<input type="checkbox"/> RBC	Time _____	Initial _____	Department _____
	<input type="checkbox"/> RBC	Time _____	Initial _____	Department _____
	<input type="checkbox"/> RBC	Time _____	Initial _____	Department _____
	<input type="checkbox"/> RBC	Time _____	Initial _____	Department _____
	<input type="checkbox"/> FFP	Time _____	Initial _____	Department _____
	<input type="checkbox"/> FFP	Time _____	Initial _____	Department _____
	<input type="checkbox"/> FFP	Time _____	Initial _____	Department _____
	<input type="checkbox"/> PLT	Time _____	Initial _____	Department _____

**We have more work
to do.**

- Future:
 - Complete a study?
 - Subjective vs. objective

Thank you

Contact

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