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*MEDICAL EXCELLENCE AND  
COMPASSIONATE CARE*



# ***Transition of Care - Quality Improvement Project in A Hospital-Based Dialysis Unit***

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# ***Objectives***

- ***To improve the quality of the handoff among nurses***
- ***To improve the dialysis unit's electronic medical record (EMR)***
- ***To improve patients' quality of care and satisfaction***





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# Methods

- We changed our EMR content and structure according to our needs
- We created a designated report form for the nurses to use during handoff, thereby ensuring that no critical information is missed or overlooked
- We had a special workshop for the nurses to educate them on the new EMR changes, methods of reporting general or significant events and the importance of using the new handoff form.
- We followed up with each nurse personally in order to give and to get real-time feedback and solve on-going problems.





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# Nursing Report (room no. 1)

	Patient name	Patient name	Patient name	Patient name	Patient name
Date					
Shift					
Lab.					
Meds					
Transfusion					
X-ray					
VA					
SN					
Medical exam					
Comments					
signature					





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# ***Challenges of implementing the new process***

***Some nurses find the report unnecessary, believing in their ability to provide care without it.***





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# ***conclusions***

- ***A new nurse handoff form is an efficient method to provide continuity of care***
- ***Version 2, a multi-day handoff form is efficient and environmentally friendly***
- ***EMR improvements can have a significant impact on the nurses care of the patients***
- ***Quality assurance is an ongoing process. New requirements, new techniques and the complexity of patients force the team to adapt to new situations. This is required in order to ensure high quality of care***
- ***To fully implement the process, nurse education must be tailored to the needs of the individual nurse***







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***Thank you***

