

Massachusetts Coalition
for the
Prevention of Medical Errors

Safe Handoffs at Change of Shift: Nurse Knowledge Exchange
December 13, 2007

Conference Call with PowerPoint Presentation

Call Sign-On: 12:50pm

Program: 1pm – 3:00pm

Time for Questions & Answers 3pm – 3:30pm

**Does your organization want to implement a high quality nurse shift change process?
Does your organization want to improve effectiveness and satisfaction with the nurse exchange of
information communicated during shift changes?**

Learn how Kaiser Permanente reduced the time it takes to see the first patient after a shift change.

Learn how to improve nurse and patient satisfaction as a result of the information exchange.

The Massachusetts Coalition for the Prevention of Medical Errors is hosting an educational session on **Safe Handoffs at Change of Shift: Nurse Knowledge Exchange**, December 13, 2007. This program will help Massachusetts hospitals and providers understand the successful four step change of shift handoff process used by nurses at Kaiser Permanente, known as Nurse Knowledge Exchange. This is a program being offered through a conference call with a PowerPoint presentation emailed to you in advance of the program.

PROGRAM PURPOSE:

The Joint Commission reports that approximately 70% of sentinel events are communication handoff issues. Handoffs are among the most hazardous situations in the inpatient care setting. This program will help you set up a nurse information exchange process for shift changes that helps to meet the National Patient Safety Goal 2E - Implement a standardized approach to “hand off” communications, including an opportunity to ask and respond to questions.

LEARNER OBJECTIVES:

- Describe the four step approach to reliable handoffs at change of shift, known as Nurse Knowledge Exchange;
- Recall how Kaiser Permanente innovated, tested, and spread this practice across 20 hospitals;
- Determine how to measure implementation at the unit level to insure the change of shift practice is sustained.

PROGRAM FACULTY:

- ✓ **Chris McCarthy, MPH, MBA**
Director, Innovations Learning Network, Kaiser Permanente
- ✓ **Josephine J. Reyes, RN, BSN**
Clinical Nurse Educator ICU/TCU, Patient Care Services, Kaiser Permanente
- ✓ **Kristene Cristobal, MS**
Senior Quality Project Manager
Department of Care and Service Quality, Kaiser Permanente

PROGRAM FEE:

Register Online through www.macoalition.org.

Registration Fee = \$150 per person (Visa, Mastercard, or American Express accepted)

CREDITS:

This program is in compliance with the Massachusetts Board of Nursing Registration Continuing Education Regulation at 244 CMR 5.00 for 3 contact hours.

WHO SHOULD ATTEND:

Hospitals are encouraged to have the following disciplines participate: nurse leaders and direct patient care staff, patient safety/quality improvement leaders and staff, as well as staff education representatives, hospital administrators and IT staffs.