

# Physician Education Express



## I-PASS at Riley

**Audience:** Physicians, Residents, Medical Students and Advanced Practice Providers

**Education Level:** Yellow

**Date Released:** March 11, 2020

**I-PASS is an evidence-based handoff tool to keep our patients and team members safe. It provides a structure for verbal or written communication through a common language.**

National data suggests that up to 70% of sentinel events – the most serious errors in hospitals – stem at least in part from miscommunications. Communication problems are especially apt to occur during hospital shift changes, when a patient’s care is transferred to incoming doctors and nurses – known in healthcare as the “handoff.”

The literature suggests that I-PASS at other hospitals has led to:

- Faster and more efficient handoffs
- Improvements in workflow
- 30% reduction in harm events
- 20% reduction in malpractice cases

Using I-PASS at Riley is predicted to result in:

- Fewer patients harmed each year related to handoff

*“At Riley we look at every event or action that could possibly impact our patient’s safety. **More than 80% of all events have communication as a contributing factor.** To continue our journey to high reliability, we are undertaking an effort to standardize our handoffs through the use of the I-PASS tool. I know that we are all totally committed to making Riley as safe as possible and the I-PASS tool is one important component of our efforts.”*

*Matthew Cook  
President  
Riley Children’s Health*

### References:

- I-PASS this patient to you: can standardizing “handoffs” make care safer? *Vector, Boston Children’s Hospital’s Science and Innovation Blog (2012)*
- High-reliability and the I-PASS communication tool. *Nursing Management. (2017).*
- The I-PASS mnemonic and the occurrence of handoff related errors in adult acute care hospitals: a systematic review protocol. *JBIC Database of Systematic Reviews and Implementation Reports. (2018)*

A handoff is considered a shift in responsibility from one person to another. This shift in responsibility can be about any subject, including but not limited to patient handoffs.

**I:** Importance/ Illness Severity

**P:** Problem/ Project/ Patient Summary

**A:** Action Items

**S:** Situational Awareness/ Contingency Planning

**S:** Synthesis by Receiver

I-PASS will be implemented for all Riley inpatient and outpatient areas including departments at IU North and Methodist in 2020. All Riley team members will begin using I-PASS as the standard handoff starting in April 2020.