

I-PASSSM INSTITUTE FOR BETTER HANDOFFS AND SAFER PATIENT CARE

Medical errors may result in up to 250,000 deaths and millions of injuries each year in the U.S.¹ Reducing medical errors is a top priority for hospitals because it promises to save thousands of lives and millions of dollars for health care systems. Communication failures are a root cause of 80 percent of sentinel events, the most serious medical errors.² Patient handoffs are a particularly vulnerable time for communication failures and occur commonly in hospitals whenever shifts change and a patient changes location.

THE NEW STANDARD OF CARE FOR PATIENT HANDOFFS

I-PASSSM is an evidence-based bundle of interventions created to reduce communication failures during patient handoffs. In a large multicenter trial, the implementation of I-PASS was associated with a significant reduction in preventable adverse events.³

Successful implementation of I-PASS requires detailed milestone planning, effective staff training and robust measurement to achieve consistent and sustained changes in oral and written communication processes. I-PASS is now being successfully used by more than 50 leading hospitals in the U.S.

The I-PASS Institute provides hospitals with customized training, expert consultation and implementation tools to facilitate adoption of I-PASS and ensure long-term sustainment. With this program, hospitals can implement I-PASS using a fraction of the time and resources they would spend doing it themselves.

A PROVEN METHOD

A three-year, multicenter study on more than 11,000 patients published in the *New England Journal of Medicine*

Overall rate of medical errors 23% reduction

Preventable adverse events 30% reduction

Duration of handoff

No change

PROVEN BLUEPRINT FOR I-PASS IMPLEMENTATION

The I-PASS Institute provides hospitals with a proven blueprint for implementation, making it easier for hospitals to implement with real-world experience and technology-enabled tools. This includes the following package of solutions:



Mentorship Services

Certified mentors with years of real-world implementation experience guide hospitals every step of the way.



EHR Integration Support

Our team works directly with your IT department to activate or integrate I-PASS templates and solutions in to your EHR system.



Virtual Immersive Learning (VIL) Platform

Interactive, web-based simulation training makes initial and ongoing training engaging, efficient, and effective for permanent and rotating staff.



Customer Portal & Implementation Guide

A cloud-based, customized roadmap for each hospital, including visual checklists, timelines, and supporting documentation



Observational Measurement App

Cloud-based measurement tool collects compliance data to drive reinforcement of I-PASS adoption.

¹ BMJ 2016; 353:i2139 (Published 03 May 2016).

² Joint Commission Center for Transforming Healthcare releases targeted solutions tool for hand-off communications. Jt Comm Perspect. 2012; 32(8):1.

³ Starmer AJ, Spector ND, Srivastava R et al. Changes in Medical Errors After Implementation of a Handoff Program. NEJM 2014.

I-PASSSM INSTITUTE PROVIDES REQUIRED INTERVENTIONS FOR FULL-SCALE ADOPTION

Based on our experience, full-scale adoption has many challenges:



I-PASS ADOPTION & SUSTAINMENT

ASSESS and PLAN

- » Assess needs/identify vulnerabilities
- » Engage stakeholders and build team
- » Customize implementation to *your* institution

TRAIN and IMPLEMENT

- » Train frontline providers
- » Observe/Feedback to learn
- » Integrate into workflow

IMPROVE and SUSTAIN

- » Benchmark analytics
- » Improve, refine and sustain over time
- » Get providers to use it every day

