I-PASS™ 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-PASS™ 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.

- **Virtual Immersive Learning (VIL) Platform**
  Interactive, web-based simulation training makes initial and ongoing training engaging, efficient, and effective for permanent and rotating staff.

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

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

- Requires change in workflow and culture
- “Scale” required to train thousands of providers
- Requires experience and mentoring
- Needs integration and alignment with other hospital systems (e.g., EHR)
- Requires reinforcement and feedback

**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

**ASSESS and PLAN**
- Institutional Environment
- Garner Support/Secure Resources
- Define Scope & Timeline

**TRAIN and IMPLEMENT**
- Define Local Team & Champions
- Implement & Train
- Process Improvement
- Optimize Verbal Handoff Process
- Standardize Use of Written & Computerized Handoff
- Data Collection/Handoff Observations & Reporting Plan

**IMPROVE and SUSTAIN**
- Institutional Benchmarking
- Institutionalize Cultural Change
- Ensure Sustainability & Ongoing Monitoring