The solution to safe patient handoffs & improved patient flow: Creation of the Admission, Discharge, Transfer (ADT) Nurse

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Recommended Citation
Tavs K. The solution to safe patient handoffs & improved patient flow: Creation of the Admission, Discharge, Transfer (ADT) Nurse. Quality Improvement podium presentation at Nursing Passion: Re-Igniting the Art & Science, Advocate Aurora Health Nursing & Research Conference 2022; November 9, 2022; virtual.

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The Solution to Safe Patient Handoffs & Improved Patient Flow?

Creation of the Admission, Discharge, Transfer (ADT) Nurse

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Background

2021 Culture of Safety Survey Action Planning

- Creation of interdisciplinary "Safe Patient Handoffs & Communication" committee
- Used quality improvement methods to discover root cause of safety issues
- Greatest opportunity – Transition of patient from Emergency Department to Inpatient Units
<table>
<thead>
<tr>
<th>The Problem</th>
<th>The Solution</th>
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<tr>
<td>▪ Workflow between ED and inpatient units resulting in delayed throughput</td>
<td>▪ Create a nursing role, the Admission/Discharge/Transfer (ADT) nurse that admits, discharges, and transfers patients to improve throughput</td>
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<td>▪ No standard for notifying the inpatient unit the patient is on the way</td>
<td>▪ ADT nurse receives report at the ED bedside, transfers patient to inpatient unit, completes Admission Navigator, and gives report at the inpatient bedside to receiving nurse</td>
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<td>▪ Phone report is used for ED to inpatient hand-off</td>
<td>▪ Store 5 telemetry boxes in ED</td>
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<td>▪ Telemetry boxes needed to be sent prior to transfer, causing delays</td>
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ADT Pilot

- Units involved: Emergency department & two inpatient units with the most ED admits (MS1 and MS3)
- 3 Float Pool RNs worked as ADT RNs
- Tracked all services, barriers to disposition, feedback, and concerns
ADT RN Admission Workflow

1. ED admission order placed
2. House Supervisor notifies ADT RN of admission order
3. ED Charge RN notifies ADT RN when patient is “Ready to Move”
4. ADT RN responds to ED within 5 minutes for bedside report
5. ADT RN transfers patient to IP unit and completes "Admission Navigator"
6. ADT & ED RN complete bedside report, account for belongings, and place patient on telemetry if ordered
7. ADT RN calls receiving IP RN into room to complete bedside report and dual skin assessment
8. ADT RN returns ED bed to ED
Other ADT RN Roles

ADT primary role is ED admissions. These are other tasks ADT RN can assist with when there are no ED admissions.

- Discharge paperwork
- Prepare patient for discharge
- Assist in transfers between IP units
- Transport patient to car
- Nurse Sensitive Indicator auditing
- Complete a task to allow IP RN to focus on a discharge
ADT Pilot Results

Post-intervention survey revealed improved:

- Perception of safety and efficiency of admission process
- Availability of resources needed for a safe admission
- Use of bedside report
- Receiving pertinent and up-to-date information during hand-offs

Improved metrics include:

- Left without being seen (LWBS) after triage decreased by 50%
- LWBS before triage decreased by 33%
- Elopements decreased by 33%
- Bed ready-admission time decreased by 50% for an average of 28 minutes
- Dual skin sign off % improved to 100%
ADT Pilot Conclusion

- ADT RN approved as a new nursing role at AMCG
- Three 0.6 FTE ADT RNs approved
- Prioritizing Monday-Friday coverage
- First ADT RN hired & trained into role
- AAH Stronger Together award honorable mention
- Improved safety of hand-offs and facilitation of patient flow