



northern health
the northern way of caring



Location: Stikine Health Centre, Dease Lake, BC
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QUALITY OF PATIENT HANDOVER IN A RURAL SETTING

ASSESSING THE QUALITY OF
PHYSICIAN-TO-PHYSICIAN
HANDOVER IN THE RURAL/
REMOTE SETTING

▶ AIM STATEMENT

To improve the quality of physician-to-physician patient handover in the Stikine Health Center in the next 6 months.



▶ MOTIVATION FOR QUALITY IMPROVEMENT PROJECT

Throughout rural and remote Canada, Health Centers and Hospitals are experiencing an **ever increasing number of itinerant and Locum Tenens Physician** coverage.

Frequent turnover of physicians creates the **potential for Gaps In Continuity of Patient Care**

▶ CHANGE OPPORTUNITIES

With standardized or improved Handover one hopes to achieve:

- Higher quality of patient care
- Enhanced efficiency at time of handover
- Better standardization through a formal process

▶ CANVASSING RURAL PHYSICIANS

Results from interviews with 12 rural physicians indicates that 0% have a formalized policy regarding handover.

Techniques:

- "It's all in the chart" = no handover
- departure summary versus ongoing summary (either handwritten or EMR messenger based handover notes)
- face-to-face; verbal versus written
- telephone

▶ NEXT STEPS

- Organize current "satisfaction scale" survey of our current handover process amongst the 4 primary physicians at the Stikine Health Center.
- Determine a preferred Handover method
- Administer this method over the next 6 months and follow up with post "satisfaction scale" survey

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