

Handover Communication Workflow

Patient-centered perspectives of **communication** and **handover** between the Emergency Department and General Internal Medicine

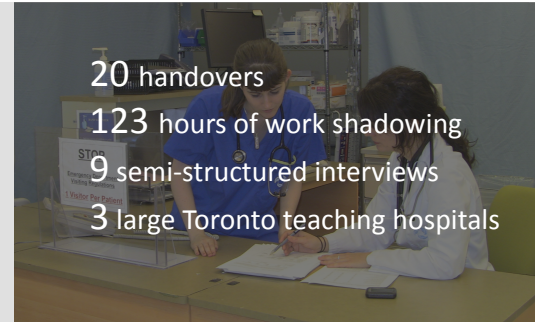
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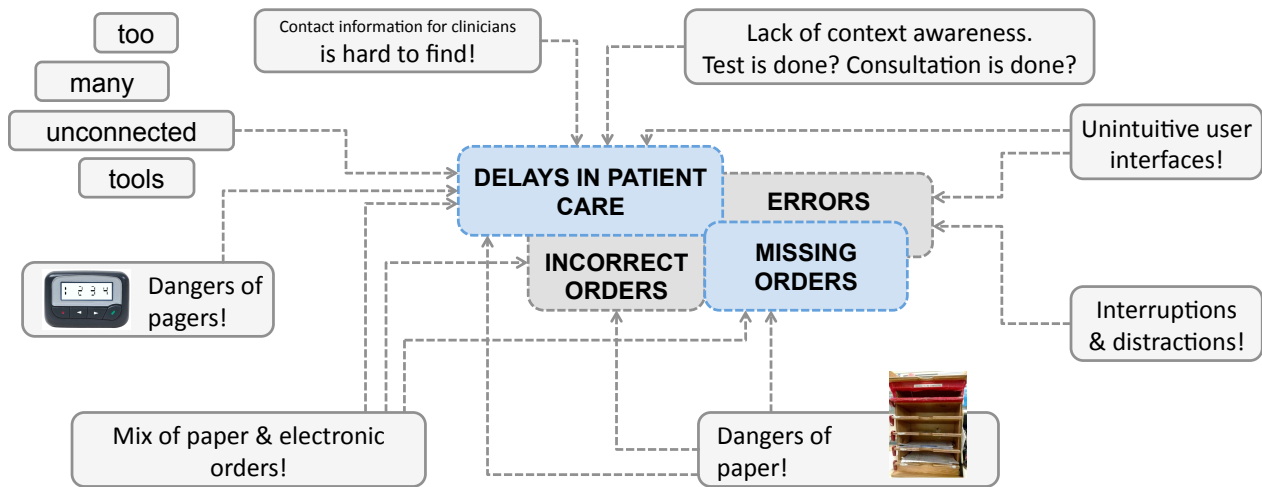
The Study

Detailed patient-centric, multi-observer **ethnographic study** of information access and communication during the patient safety **critical process** of ED-GIM patient transfer.

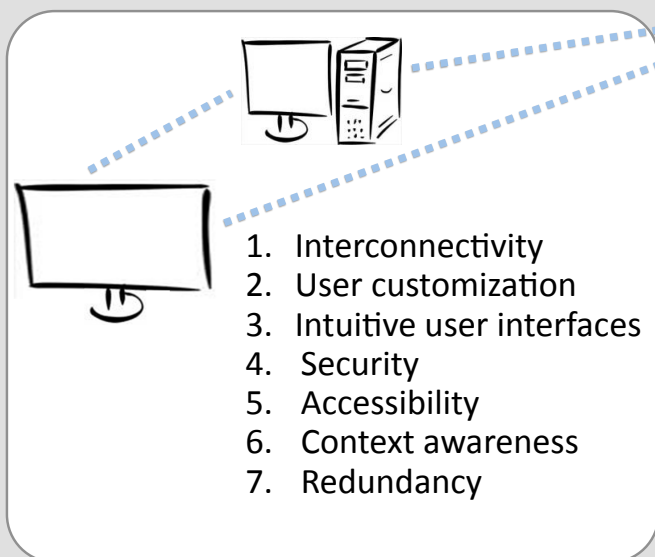
Unique focus on evaluating the impact of the existing communication technology on the clinical communication patterns of the larger hospital environment.



Communication Issues



Design Guidelines



Ideal subset of **patient information** accessible on a mobile device:

For **nurses**:

- medication administration schedule
- orders
- vital signs capture
- notification of stat orders
- notification of imminent patient transfer

For **physicians**:

- complete EHR access (including ability to place orders and view results)
- updateable care plan summary for multiple patients
- customizable alert system for critical results