



I∞PASS[®]
PATIENT SAFETY INSTITUTE

Solutions
and Services



Overview of I-PASS Solutions & Services

Professional Services

I-PASS Coaching Handoff experts in the I-PASS Handoff Program to help drive the program throughout the entire institution and navigate challenges to change practice.



I-PASS Program Management Provide operational guidance to local teams on the customization and integration of I-PASS software solutions.



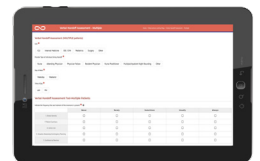
Software Solutions

I-PASS Implementation Guide A detailed outline of the implementation process with defined timelines, expectations, and outcomes.

I-PASS Training An interactive, online, virtual environment that in which providers complete both a verbal and written handoff, a handoff synthesis, and then compare each to a gold standard response. Training takes approximately 45 minutes total.



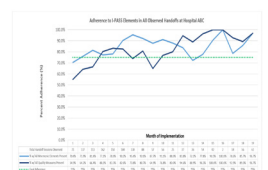
I-PASS Assessment & Improvement A software tool that facilitates learning, feedback, and reinforcement through direct observation of handoff sessions. This platform measures provider adherence to the mnemonic, quality of communications, and can also collect reports of patient harms related to handoffs.



I-PASS EHR App A software solution which standardizes the use of a written handoff in the I-PASS format by integrating a companion written document into the EHR. These templates can be adapted by specialty or unit.



I-PASS Analytics An online portal which analyzes data collected via the I-PASS Assessment & Improvement tool. Run charts are automatically created, and can be customized to enable optimal benchmarking comparisons for each institution. Data can also be exported for analysis in Excel and other analytics software.





Transitions of Care are at Risk

The Problem

- It is estimated that **over 251,000 deaths resulting from medical error occur each year in the United States**, with communication failure being the most common root cause of sentinel events.
- Transitions of Care are vital points of communication between providers.
- These handoff processes are not currently standardized, leaving communication and patient safety at risk.

Why I-PASS Is The Solution

- The I-PASS Study Group conducted a **multi-site research study at nine hospitals**, which found that using the I-PASS Handoff Program led to a 30% decrease in patient injuries due to medical errors and improved quality of verbal and written communication, with no change in the time required to conduct handoffs.
- When **expanded to 32 Hospitals**, they found that implementing I-PASS as a standard handoff solution reduced major injuries to patients by 47%.

Why The I-PASS Patient Safety Institute

- The I-PASS Patient Safety Institute was founded to achieve **widespread adoption and sustainment of I-PASS** by offering a proven blueprint for implementation.
- I-PASS Coaches work closely with each hospital implementing I-PASS at every stage of the implementation process, bringing expertise and years of experience that enables them to guide each hospital in adapting the program, overcoming barriers, and **achieving the cultural change necessary for successful sustainment**.
- The I-PASS Patient Safety Institute has developed **interactive learning platforms** for training frontline clinicians on the I-PASS handoff process, and for teaching hospital champions how to conduct observations of the I-PASS process and provide feedback to frontline clinicians.
- The I-PASS Patient Safety Institute has also developed mobile tools for **collecting validated data on handoff observations**. Data from units across the hospital can be compared, allowing hospital leadership to allocate resources appropriately to optimize performance and maximize patient safety.
- I-PASS Program Managers are available to provide **project management support**, facilitate the use of web-based tools, and assist in customizing the tools to meet the needs of each institution.
- I-PASS Coaches and Program Managers guide each hospital through the **customization of these tools** to facilitate the successful adoption of I-PASS and ensure long-term sustainment.



Standardized Structure for Communication

I-PASS Mnemonic

The mnemonic I-PASS includes 5 key elements determined by I-PASS Study Group investigators to be critically important for the handoff process. The mnemonic takes the core component of the Patient Summary, and surrounds it with frequently omitted, but vital, components of a patient handoff:

- I** **Illness Severity**
Stable, “Watcher,” Unstable
- P** **Patient Summary**
Summary statement; events leading up to admission; hospital course; ongoing assessment; plan
- A** **Action List**
To do list; timeline and ownership
- S** **Situation Awareness & Contingency Planning**
Know what’s going on; plan for what might happen
- S** **Synthesis by Receiver**
Receiver summarizes what was heard; asks questions; restates key action/to do items

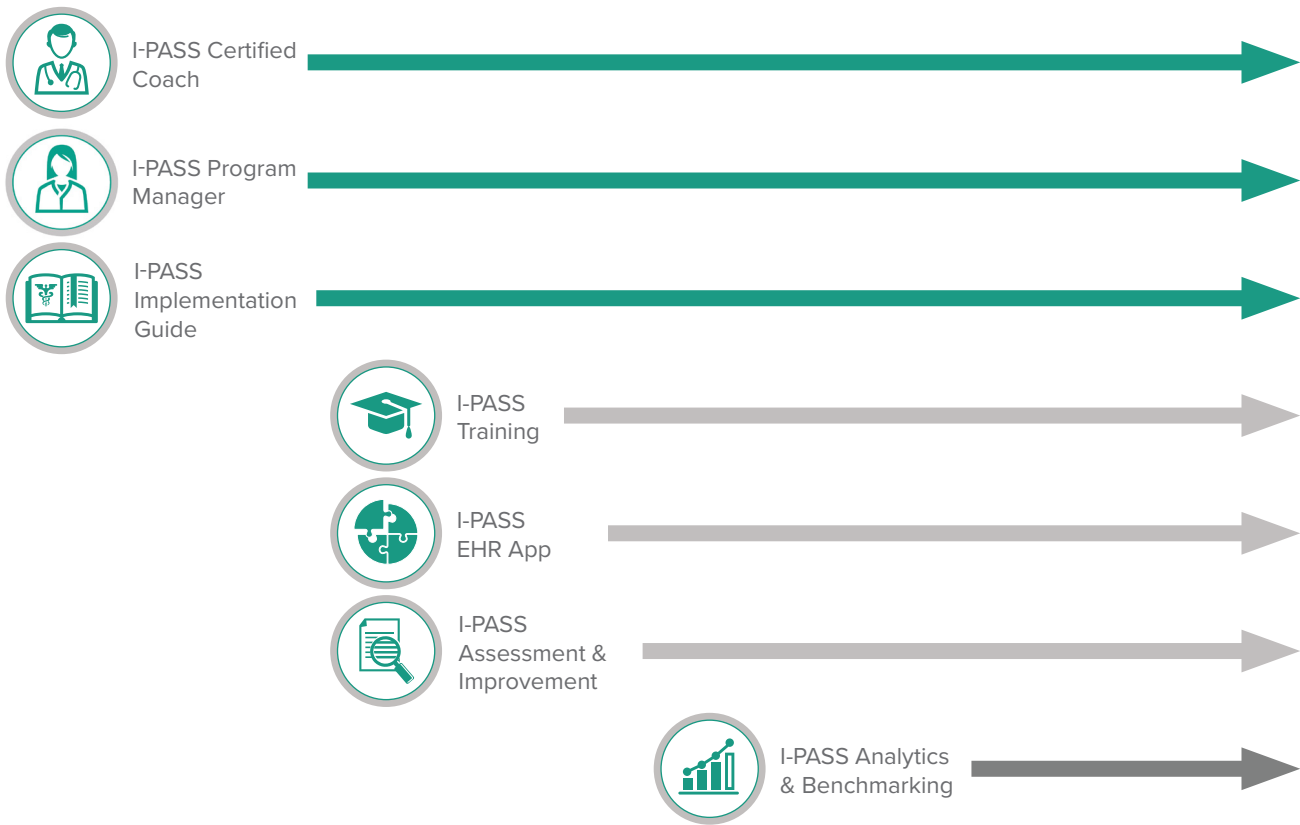




I-PASS Patient Safety Institute Process for Adoption and Sustainment



Services and Solutions





In Summary

What Value Does The I-PASS Patient Safety Institute Add?

There are many potential challenges and barriers when attempting an I-PASS implementation on your own. The I-PASS Institute has the knowledge of experienced Coaches and has developed technology-based solutions to these problems.

Phase	Challenges of Full Hospital Implementation	Barriers to Success On Your Own	Value The I-PASS Patient Safety Institute Adds
Assess	Plan full system implementations	<ul style="list-style-type: none"> Unclear time and resource expectations Difficulty garnering support and stakeholder buy in 	<ul style="list-style-type: none"> 80+ Institution Experience Detailed Implementation Guide Experience with anticipating, evaluating and overcoming road blocks
Implement	Core elements of I-PASS must be adapted for specific care areas	<ul style="list-style-type: none"> Time consuming Requires buy in from all departments 	<ul style="list-style-type: none"> I-PASS Program Managers can help customize the I-PASS Training Platform
	Integrate into EHR, with customization for each speciality/department	<ul style="list-style-type: none"> Requires significant hospital IT assistance 	<ul style="list-style-type: none"> Provides pre-built templates for a variety of care areas and specialties I-PASS Integrated Electronic Handoff Tool integrates with most EHR's
	Training staff effectively	<ul style="list-style-type: none"> Time consuming Difficult to coordinate Sporadic success 	<ul style="list-style-type: none"> I-PASS Training software enables scaleable, comprehensive training The library of cases enables specialty specific training I-PASS Training: Observer Module enables scaleable training on conducting observations and use of the I-PASS Assessment & Improvement tool
Measure	Assessing process and outcomes data	<ul style="list-style-type: none"> Requires developing a measurement plan and training staff on its use Lack of user-friendly tools for data collection 	<ul style="list-style-type: none"> I-PASS Assessment & Improvement Tool is a user-friendly mobile application which can be easily accessed via wifi
Sustain	Sustaining progress over time	<ul style="list-style-type: none"> Requires consistent benchmarking and evaluation of progress Difficulty achieving and maintaining cultural change 	<ul style="list-style-type: none"> I-PASS Analytics Tool generates run charts which can be utilized for benchmarking and assessing progress institution-wide The I-PASS Program, when utilized in its entirety, helps drive necessary cultural change

For more information on engaging with the I-PASS Patient Safety Institute
 Contact Us: info@ipassinstitute.com | (888) 442-3899