



National Capital Consortium
Graduate Medical Education
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NCC GRADUATE MEDICAL EDUCATION POLICY

November 8, 2013

MEMORANDUM FOR NCC PROGRAM DIRECTORS

SUBJ: Transitions of Care

Transitions of patient care between resident teams can present opportunities for miscommunication and misunderstanding of the patient care plan and lead to adverse events. Optimizing the handoff process is critically important to ensure safe and uninterrupted patient care and to enhance patient safety. Each Program Director must establish and monitor an effective, structured hand-over process to facilitate both continuity of care and patient safety. The program's policy will include:

- (1) Guidelines to ensure concise and effective communication of critical patient care issues consistent with the setting and type of patient care
- (2) Goals and objectives to ensure resident competence in the performance of transitions of care
- (3) Supervision and evaluation of the transition process appropriate for level of resident training until competence is achieved
- (4) Evaluation of resident competence in performing effective transitions that is reflected in rotation evaluations (addressing the ACGME competencies of patient care, interpersonal and communication skills, and systems-based practice)

Program Supervision policies must delineate the level of supervision to be in place at the time of patient care transitions to ensure effective and safe patient care turnover.

Program directors must also ensure there is a system in place to readily inform the health care team of the attending and resident physicians currently responsible for each patient's care. This includes indicating the location of call schedules and ensuring that up to date contact information is readily available for each attending and resident physician involved with patient care.

The Internal Oversight Subcommittee (IOS) of the NCC will review program policies and practices for transitions of care at the time of the annual program update. Breaches in effective care transitions will be brought to the attention of the DIO and GMEC for discussion to facilitate process improvement. Representatives from the NCC or the NCC member institution's Medical Education Office will periodically observe transitions of care to ensure compliance. Directors of ACGME-accredited programs are advised to check their Residency Review Committee and ACGME FAQs for more specific requirements and guidelines.

A handwritten signature in black ink that reads "Jerri Curtis".

Jerri Curtis, CAPT, MC, USN
Executive Director & DIO
Chair, Graduate Medical Education Committee
National Capital Consortium