

# Targeted Solutions Tool<sup>®</sup> (TST<sup>®</sup>) Hand-off Communications



In order to address these problems, the Joint Commission Center for Transforming Healthcare developed the Hand-off Communications Targeted Solutions Tool<sup>®</sup> (TST<sup>®</sup>), a unique online tool that measures the effectiveness of hand-offs within your organization or to another facility, and provides evidence-based solutions.

## **Benefits of Hand-off Communications TST<sup>®</sup>:**

- Facilitates the examination of the current hand-off communication process
- Provides a measurement system that produces data that support the need for improving the current hand-off communication processes
- Identifies areas of focus, such as the specific information needed for the transition that is being measured
- Provides customizable forms for data collection
- Provides guidelines for most appropriate hand-off communication processes

**Ineffective hand-off communication is recognized as a critical patient safety problem in health care. When a patient moves from one care setting to another, poor communication can result in patient harm, increased costs, and patient dissatisfaction.**

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## Why organizations should use the Hand-off Communications TST®

In many studies, ineffective hand-off communications have been a primary contributing factor in adverse events.

By using solutions targeted to the specific root causes of an inadequate hand-off, participating and pilot organizations that had fully implemented solutions reported an increase in patient and family satisfaction; staff satisfaction; and successful transfers of patients. One health care organization reduced readmissions by 50 percent, while another organization reduced the time it took to move patients from the emergency department to an inpatient unit by 33 percent.

Health care organizations were able to complete their hand-off communications project in approximately 4 months, using minimal resources. In fact, no staff were added and only minor changes were made to the roles and responsibilities of existing staff.

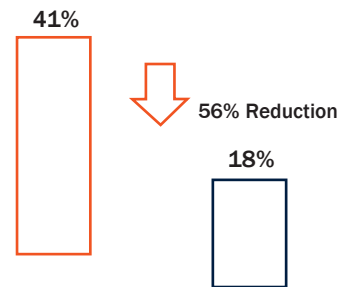
## Bringing targeted solutions to meet your organization's unique needs

TST® modules are now available for improving hand hygiene, hand-off communications, preventing falls, and safe surgery

- Joint Commission accredited organizations can access the TST® and solutions free of charge on their secure Joint Commission Connect® extranet.
- Non-Joint Commission accredited organizations, contact us at 630.792.5800 or e-mail [tst\\_support@cth.org](mailto:tst_support@cth.org)

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### Percentage of Defective Hand-offs for the Receiver



Represents aggregated data from the participating hospitals (N=7) that have fully implemented solutions

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Results from project team participants

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**For more information** about our Facilitated Oro 2.0 High Reliability Assessment or to discuss any of the Center's high reliability training programs, please contact: David Grazman, Ph.D., M.P.P., Business Development Director, ✉ [dgrazman@jointcommission.org](mailto:dgrazman@jointcommission.org) ☎ 630.792.5471

**To learn more about our high reliability initiatives for health care organizations, visit us at [www.centerfortransforminghealthcare.org](http://www.centerfortransforminghealthcare.org).**

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