Policies and Procedures

<table>
<thead>
<tr>
<th>Section: School of Medicine</th>
<th>NO.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chapter: Internal Medicine</td>
<td>Issued: 10/28/2019</td>
</tr>
<tr>
<td>Policy: Transitions of Care</td>
<td>Page 1 of 2</td>
</tr>
</tbody>
</table>

PURPOSE

To promote continuity of care and patient safety in residents’ learning and working environment, the Accreditation Council for Graduate Medical Education (ACGME) requires that programs and sponsoring institutions minimize the number of patient care transitions, implement a structured and monitored handoff process, train residents for competency in handoffs, and make schedules readily available that list residents and attending physicians responsible for each patient's care. In addition to resident-to-resident patient transitions, residents must care for patients in an environment that maximizes effective communication among all individuals or teams with responsibility for patient care in the healthcare setting.

SCOPE

This policy applies to all Creighton University Internal Medicine Residents.

POLICY

Transfer of Care Process for HMS: Calling in Back-Up

- If a first-year night float resident exceeds the threshold while covering in-house call, they are responsible for contacting the supervisory resident to assume primary patient responsibility for subsequent admissions. If the number of patients exceeds the limits for both the R1 and the supervising resident, the resident assigned to back-up call for the period must be notified and shall assume responsibility for any additional admissions. The backup call resident covers night float if the night float resident of any level becomes ill or unfit for duty for any reason.
- Attending physicians are on-call and available to provide continuous indirect and/or direct supervision to the residents for the evaluation or care of patients, as needed, dictated by the patient census, complexity and acuity of illness.
- If the back-up resident does not answer their page for back-up call and cannot be reached on their cell, then the other facility’s back-up call resident should be contacted. Failure to respond to back-up call responsibilities will be reported to the Clinical Competency Committee.

Transfer of Care Process for ICU:

- ICU Resident exceeding their capacity to provide ongoing, safe patient care for any reason, during any shift should notify their fellow and attending of their limitations and seek direction on who to hand off the care of their patients.

Transfer of Care Process for Subspecialty Services:

- Subspecialty Residents exceeding their capacity to provide ongoing, safe patient care for any reason, during any shift should notify their attending and/or fellow of their limitations and seek direction on who to hand off the care of their patients.

Transfer of Care Process for Ambulatory Medicine Services:

- Any resident who becomes ill or unfit for duty must utilize the program’s Sick Leave Process and notify their supervisor of their limitations and seek direction on who to hand off the care of their patients.
Health Care appointments

- **Process for urgent/emergent health care appointments.**
  The process for ensuring patients safety and continuity of care for urgent/emergent health care appointments should follow the same hand off process as for residents needing to leave due to excessive fatigue or illness or family emergency.

- **Process for routing health care appointments**
  It is recognized that many routine health care appointments need to occur during the work day. In recognition of the primacy of patient welfare in these situations and the impact on the program's other residents, residents/fellows needing time off for these appointments should give the program seven-day notice to their program.

REFERENCES
GMEC Transition of Care Subcommittee, Draft/working document, May 2013
[http://www.acgme.org/Portals/0/ResidentSurveyKeyTermsContentAreas.pdf](http://www.acgme.org/Portals/0/ResidentSurveyKeyTermsContentAreas.pdf)

AMENDMENTS OR TERMINATION OF THIS POLICY
Creighton University reserves the right to modify, amend or terminate this policy at any time.

*The GME policy supersedes all program level policies regarding this area/topic. In the event of any discrepancies between program policies and the GME policy, the GME policy shall govern.*