

# 'UW-IPASS' curriculum to decrease errors in health-care provider communication

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<b>Registration date</b> 27/01/2017	<b>Overall study status</b> Completed	<input type="checkbox"/> Statistical analysis plan <input checked="" type="checkbox"/> Results
<b>Last Edited</b> 14/02/2018	<b>Condition category</b> Other	<input type="checkbox"/> Individual participant data

## Plain English summary of protocol

### Background and study aims

Recent studies estimate that 40,000-100,000 deaths per year occur in American hospitals as a result of medical errors. It is estimated that around a third of these deaths are due, at least in part, to communication errors among health-care providers. It is therefore vital to introduce a standardized method of communicating patient information to staff when shift changes take place (hand off). The aim of this study is to look at a standardized verbal hand-off curriculum for communication between staff in intensive care units (ICUs). The curriculum is passed on "IPASS", a hand-off bundle which was developed at Boston Children's Hospital. The aim of this study is to find out whether this communication handoff curriculum will decrease health-care provider communication errors.

### Who can participate?

Health-care providers in participating intensive care units.

### What does the study involve?

Participating ICUs are randomly allocated in blocks of two to one of two groups. Those in the first group receive the new communication handoff curriculum. This involves an online learning module and training on-site about how to implement the curriculum, followed by starting to use it on the ward. Those in the second group continue to use their usual hand off communication procedure. Every day, participants complete text message based surveys to give their views on the curriculum. Participants in both groups are followed for eight months, having their hand offs observed each week. At the end of the study, patient databases are assessed to see if the new curriculum has affective patient death and complication rates.

### What are the possible benefits and risks of participating?

There are no direct benefits or risks to those taking part in the study.

### Where is the study run from?

Eight ICUs in University of Washington Medical Center (USA)

### When is the study starting and how long is it expected to run for?

March 2015 to October 2016

Who is funding the study?  
The University of Tampa (USA)

Who is the main contact?  
Dr Brodie Parent  
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## Contact information

**Type(s)**  
Scientific

**Contact name**  
Dr Brodie Parent

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## Additional identifiers

**Protocol serial number**  
UWIPASS17

## Study information

**Scientific Title**  
A standardized handoff curriculum and provider preparedness in the ICU

**Acronym**  
UW-IPASS

**Study objectives**  
A standardized communication handoff curriculum will decrease health-care provider communication errors.

**Ethics approval required**  
Old ethics approval format

**Ethics approval(s)**  
University of Washington Internal Review Board, 21/08/2015, ref: 50266

**Study design**

Single-centre cluster randomised stepped wedge trial

## Primary study design

Interventional

## Study type(s)

Other

## Health condition(s) or problem(s) studied

Health care provider communication errors

## Interventions

Participating ICUs are randomised in clusters of 2 ICUs, using a random number generator to one of two groups. Allocation is concealed from all ICU staff until launch date for each treatment arm. Blinding is not possible given the nature of the intervention.

Intervention: Providers receive the UW-IPASS Handoff curriculum, which includes:

1. An online learning module 1 month before starting an ICU rotation. The online training module is about 15 minutes and is an interactive presentation of information and self-directed learning via multiple choice questions. It is emailed to providers 1 month ahead of their time in the ICU. It introduces the concept of 'IPASS' and how it is used in handoffs. Basically, it tells providers to use the mnemonic to communicate to other providers. The mnemonic is as follows:  
I= illness severity (sick or not sick patient)  
P= Patient summary (details of medical history and current reason for admission)  
A= Action items (a 'to-do' list for the care provider)  
S= Situation awareness (If x then do y)  
S= Synthesis (the receiver summarizes what they heard)  
Handoff communications before this system usually only included the 'Patient summary' and 'action items' elements. This system standardizes communication so that everyone is expected to communicate these baseline elements.
2. Personal training on site on how to use the IPASS mnemonic effectively. This involves a brief 5 slide powerpoint by a local ICU expert in IPASS. They then run an interactive demonstration of how to use it in a handoff.
3. Observed weekly structured feedback on their handoffs
4. An IPASS rounding tool integrated into the electronic medical record

Control: Providers perform handoff communication per local culture and individual preference.

Both arms are surveyed throughout the study on a daily basis regarding their perceptions and experiences with handoff. Total duration of data collection/followup is 8 months.

## Intervention Type

Behavioural

## Primary outcome(s)

Provider perceptions related to handoff quality, efficiency, avoidable adverse events, and plan of care advancement are assessed via text-message based surveys to providers, sent daily after working a shift in the intensive care unit.

## Key secondary outcome(s))

1. Patient days of mechanical ventilation is assessed at the end of the study via a de-identified aggregate patient database
2. ICU length of stay is assessed at the end of the study via a de-identified aggregate patient database
3. Reintubations within 24 hours are assessed at the end of the study via a de-identified aggregate patient database
4. Order work-flow patterns are assessed at the end of the study via a de-identified aggregate patient database

**Completion date**

01/10/2016

## Eligibility

**Key inclusion criteria**

1. Aged 18 or older
2. Male or female
3. Employed as an advance-practice provider, a resident physician, fellow physician, or attending physician in one of eight adult intensive care units

**Participant type(s)**

Health professional

**Healthy volunteers allowed**

No

**Age group**

Adult

**Lower age limit**

18 years

**Sex**

All

**Key exclusion criteria**

No exclusion criteria.

**Date of first enrolment**

01/08/2015

**Date of final enrolment**

01/06/2016

## Locations

**Countries of recruitment**

United States of America

**Study participating centre**  
**University of Washington Medical Center**  
1959 NE Pacific Street  
Seattle  
United States of America  
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## Sponsor information

**Organisation**  
University of Washington

**ROR**  
<https://ror.org/00cvxb145>

## Funder(s)

**Funder type**  
Research organisation

**Funder Name**  
Patient Safety and Innovations Project

## Results and Publications

### Individual participant data (IPD) sharing plan

The datasets collected in this study contain sensitive information regarding communication errors which the researchers are not authorized to disclose to the general public. The data is held in a secure server at the University of Washington.

### IPD sharing plan summary

Not expected to be made available

### Study outputs

Output type	Details	Date created	Date added	Peer reviewed?	Patient-facing?
<a href="#">Results article</a>	results	01/05/2018		Yes	No