

Physician perception regarding information received at change-of-shift patient sign-out

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The recent Institute of Medicine reports on emergency care in this country (*Hospital-Based Emergency Care: At the Breaking Point*, *Emergency Medical Services At the Crossroads* and *Emergency Care for Children: Growing Pains*) point to a variety of issues that impact the quality of care patients are receiving and identify specific events in the care process that lead to situations that many lead to medical error, however, scant literature exists specifically regarding the perception of physicians of the quality and accuracy of information they give to or receive from other physicians during the change-of-shift patient sign-out process. IOM and anecdotal information suggests that the change-of-shift process is one of the “most dangerous points” in the continuum of patient care. Utilizing a survey, we hope to measure the perception of physicians regarding this point in patient care in the Emergency Department.

The purpose of this survey is to help determine if there are indeed issues that we should more formally investigate. The current survey effort will involve only data that are obtained via survey of physicians working in the Emergency Department. We anticipate collecting a total of 60 completed forms. Ten (10) forms each at each of the three shift changes in both the pediatric and in the adult emergency rooms (10 forms x 3 shifts x 2 locations.)