

The Project and Vision

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HANDS Core Project Teams

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Vision

Nurses will adopt a standardized method of documenting and communicating the patient's plan of care that

- supports interdisciplinary communication and nurse handovers
- enhances the continuity and safety of care
- provides a national infrastructure for identifying and disseminating best practices

Mission

To continuously refine the standardized HANDS Plan of Care Method and make it available for widespread and effective use by clinicians under real world conditions to achieve our vision.

Standardization Defined

“....the process by which the form or function of an artifact or technique becomes specified (Feng, 2003)”

HANDS Method Provides:

- A common format and elements for entering and updating Plan of Care
- A common database for storage and retrieval
- Common terminologies for representing dx, interventions, and outcomes
- common time frame and rules for selecting data element responses
- common structure (SHARE) for communicating about the Plan of Care at the handover

History of HANDS Project

1990

- Standardized Terminologies being implemented in non-standard ways

1998 - 2002

- Created prototype model of HANDS tool and used in “Evaluation of NOC Outcomes” study
- Implemented in Michigan Schools of Nursing

2003 - 2004

- Piloted **HANDS** in “real time” 10 bed ICU used feedback to create WEBHANDS

Currently Funded Multi-site Study (2004-2007)

HIT Support for Safe Nursing Care

1. 8 units (4 organizations)
2. Implementing HANDS Method
 - 4 units in Year 1
 - 4 more units in Year 2
3. Evaluating impact of over time on safety

1 R01 HS015054-01- HHS PHS National Institutes of Health, Agency of Health Research and Quality (AHRQ)

Design and Methods

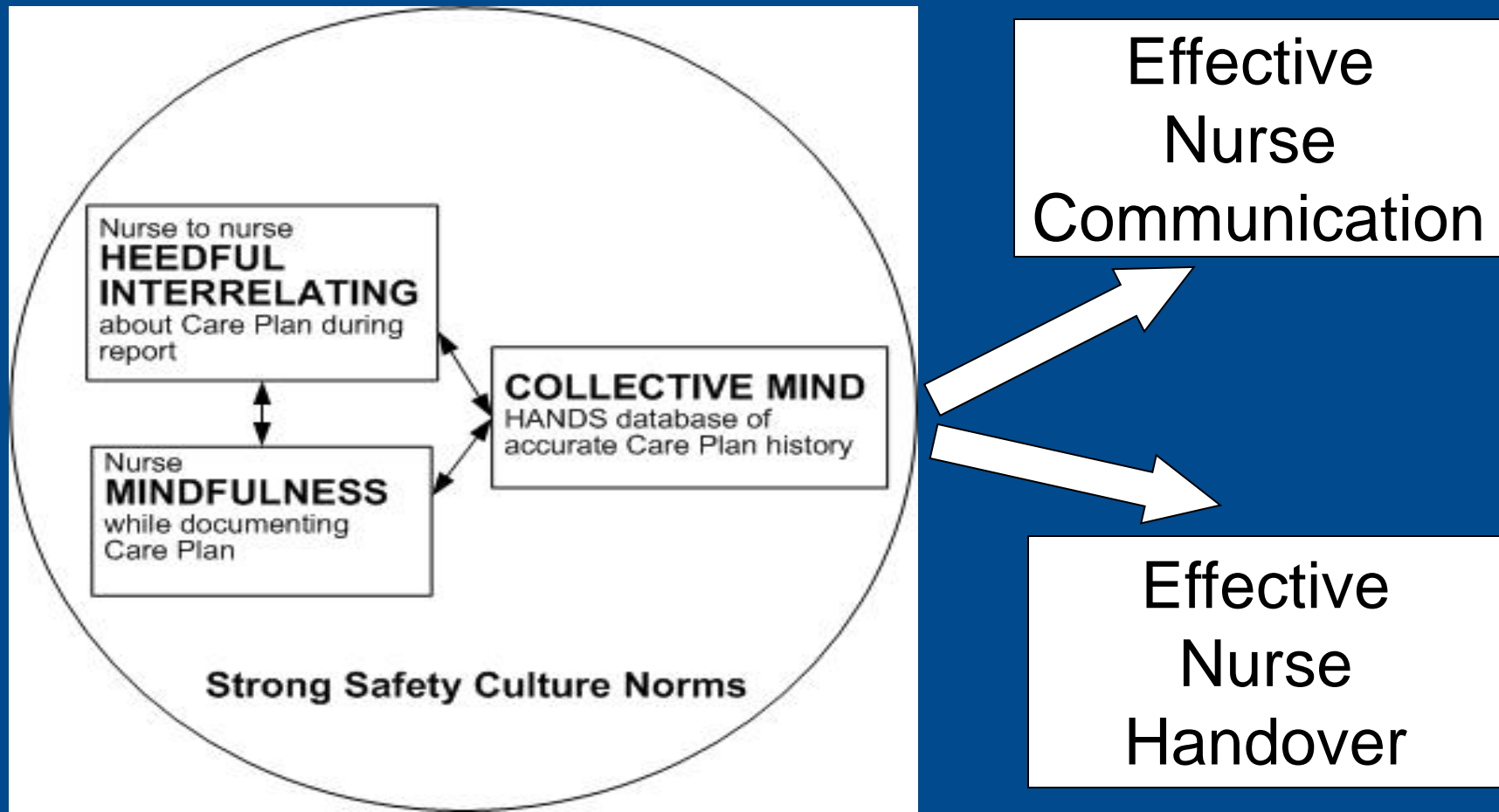
Design = Sociotechnical Approach

- end user focused
- employ successive iterations of the design, test, refine cycle–

Methods = Multiple and Repeated

- Surveys, observations, interviews, meetings, focus groups, think alouds, analysis of transaction logs

Core Safety Framework: HANDS Care Planning Method



HANDS RN Requirements

- Complete New or Update Plan of Care (POC) on all Pts at every Handover
- Use SHARE to structure to integrate the plan of care into every handover
- Complete HANDS Discharge Note

Main Benefits Noted by Nurses

- ◆ can “see” the scope of their practice when using standardized terminology
- ◆ HANDS is more effective than previous plan of care methods
- ◆ Software is easy to use
- ◆ HANDS Plans and Hx provide efficient way to monitor patient progress
- ◆ Meets JCAHO Care Planning Standard
- ◆ Once implemented it remains in place

Benefits of HANDS Infrastructure

The HANDS application and database reside on secure central external servers ENABLING:

1. Access to patient plans/hx across organizations and vendor EHR systems
2. Identification of best practices and benchmarking through analysis of anonymized data
3. Deployment of new evidence to the enduser quickly wherever HANDS Method is implemented

Main Enhancements over 8 Years

- Training
 - Refined and revamped (standardized)
 - Added requirement for units to explicitly track compliance with training program
 - Added on-line tutorials available inside the application
- Application
 - Converted single user to a web-deployed application
 - Added multiple enhancements (ongoing) in response to users needs
 - remove barriers, improved ease of use and access

Main Enhancements over 8 Years (cont.)

- Rules
 - Added and explicated rules for maintaining standardization in Plan of Care documentation
 - Added requirement for Plan to be used in handover
 - Added a required structure for using Plan in handover (SHARE)

SHARE Handover Structure

- S** – Sketch = pt. name, age, gender, medical dx, code status, allergies, & other pertinent information
- H** – HANDS = Review Plan of Care Hx and Current Plan – AT COMPUTER – add only those essential details
- A** – Aim = discuss care focus of next shift
- R** – Rationale = explain your thinking
- E** – Exchange = invite questions, debate, dialogue

Method Meets 2 Major Mandates

- American Nurses Association (Committee on Nursing Practice Information Infrastructure) GOAL to generate electronic interoperable nursing data across organizations
- Joint Commission on Accreditation of Healthcare Organization's new Safety Goal (2006) requirement to "Implement a standardized approach to "hand off" communications, including an opportunity to ask and respond to questions."

HANDS Tool Demonstration

Questions???

