Problem
Communication breakdown between ancillary departments and inpatient nursing units has lead to suboptimal patient outcomes.

Evidence
National Patient Safety Goal number two directs hospitals to “improve the effectiveness of communication among caregivers”. Similar hand-off communication tools have been implemented in many hospitals as a means to maintain patient safety and continuity of care.

Strategy
Nurse leaders met with ancillary departments to develop a standardized hand off communication tool for departments where no nurse-to-nurse report was given. This tool would provide a patient’s baseline clinical data prior to transport. Key strategies for successful implementation included staff participation and buy-in, patient and family education, and posting of signage in patient rooms.

Practice Change
A one-month pilot study was conducted on two nursing units, with 89% compliance on completion of form. An informal survey was conducted with stakeholders for the purpose of improving and refining of the form. Presentations were made in staff meetings and associates were educated on the purpose and function of the tool. Patients were informed about the Ticket to Ride upon admission and encouraged to ask for their Ticket to Ride before leaving the nursing unit.

Evaluation
1. Increased patient satisfaction related to the question “staff kept me informed”.
2. Increased patient satisfaction related to the question “staff worked together”.
3. Decreased patient variances during hospital transport.
4. Decreased transport times.

Results
Since October, 2009, questions related to staff working together improved from the 80th to 95th percentile. Questions related to staff keeping patient informed improved from the 78th to 89th percentile. Average monthly delay for transport in minutes for all nursing units decreased from 367 to 168. No variances related to hand off communication between nursing and transporters have been reported.

Recommendations
Ticket to Ride improved hand off communication and patient outcomes.
Lessons Learned
Ticket to Ride empowered patients and ancillary personnel to become active members of the healthcare team.

Bibliography