

POLICY: Clinical Responsibilities, Teamwork, and Transitions of Care

I. Purpose:

To promote quality of care and optimization of transitions in patient care, including their safety, frequency, and structure.

All UCSF Fresno medical education training programs must have a policy in place to ensure the quality and safety of patient care when transfer of responsibility occurs during clinical and education work hours shift changes and other scheduled care transitions or when unexpected circumstances arise during the care of patients.

UCSF Fresno follows the ACGME Common Program Requirements (VI.E.3.) in which programs must design schedules and clinical assignments to maximize the learning experience for trainees as well as ensure quality care and patient safety, and adhere to general participating site policies concerning transitions of patient care. Programs should also minimize the number of transitions in patient care and develop hand-over procedures that are structured and reflect best practices (in-person whenever possible, occur at a time and place with minimal interruptions, etc.).

Faculty oversight of the hand-over process may occur directly or indirectly, depending on trainee level and experience. All programs should use applicable tools (written or computerized) to assist them in this structured process, for monitoring purposes and to evaluate competency of trainees during the transition of patient care.

Clinical Responsibilities

The clinical responsibilities for each trainee must be based on the PGY-level, patient safety, trainee ability, severity and complexity of patient illness/condition and available support services. (ACGME Specialty Review Committees may further specify optimal clinical workload).

Teamwork

Trainees must care for patients in an environment that maximizes communication. This must include the opportunity to work as a member of effective inter-professional teams that are appropriate to the delivery of care in the UCSF Fresno participating training sites.

Transitions of Care

A transition/handover is defined by the ACGME as the relaying of complete and accurate patient information between individuals or teams in transferring responsibility for patient care in the healthcare setting.

Programs must design clinical assignments to optimize transitions in patient care, including their safety, frequency, and structure.

Programs at UCSF Fresno must ensure and monitor effective, structured hand-over processes to facilitate both continuity of care and patient safety.

Programs must ensure that trainees are competent in communicating with team members in the hand-over process.

Programs and participating clinical training sites must maintain and communicate schedules of attending physicians and trainees currently responsible for care.

Each UCSF Fresno program must ensure continuity of patient care, consistent with the program's policies and procedures. Program policies and procedures must ensure coverage of patient care in the event that a trainee may be unable to perform their patient care responsibilities due to excessive fatigue or illness, or family emergency. These policies must be implemented without fear of negative consequences for the trainee who is unable to provide the clinical work.

(Original signed Policy is available in the UCSF Fresno Graduate Medical Education Office)

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