



EMS Patient Handoff and Infection Control Recommendations

Goal: To reduce and prevent the transmission of infectious disease through increased communication and collaboration between registered nurses (RNs) and emergency medical service (EMS) providers.

Objectives:

1. Describe the need for increased communication and collaboration between RNs and EMS providers related to infection prevention and control.
2. Identify barriers to effective communication and opportunities for improvement.
3. Demonstrate the use of effective communication through prompt identification and communication of a patient's isolation status.

Need for Improvement:

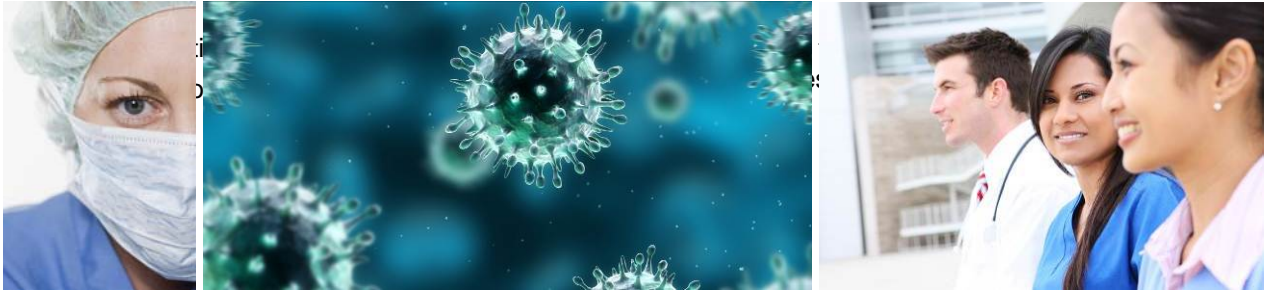
- There is increased prevalence of multi-drug resistant organisms (MDROs) and healthcare associated infections (HAIs).
- Studies have shown a lack of effective communication regarding a patient's isolation status during the patient hand-off process between EMS providers and hospital or facility staff.
- Poor communication contributes to increased prevalence of MDROs and HAIs.
- Lack of communication can negatively impact the health and safety of patients, healthcare workers, and the community.

Barriers to Effective Communication and Opportunities for Improvement:

- Multiple sources of information with frequent discrepancies: verbal report, written report, transcribed report, data from telemetry run call, and other documents from the transferring facility.
- Stressful environment, time constraints, multi-tasking, fragmented communication, and multiple interruptions
- Lack of knowledge regarding the proper infection prevention and control procedures
- Infection control signage that is blocked, removed, or not easily identifiable
- Lack of communication regarding the patient's isolation status

Recommendations:

- Assess and identify areas for improvement relevant to specific unit or setting
- Utilize a standardized approach to hand-off communication
- Use communication tools
- Standardized templates
- Consistent documentation



Tips for Nurses

Receiving Patient

Efforts are aimed at early identification of the patient's isolation status, communication, and implementation of appropriate precautions.

- Ask EMS providers upon arrival if isolation status is known
- Review facility documentation
- Ask the patient, family, or caregiver if appropriate

When a patient on isolation precautions is identified:

- Utilize facility infection control signage immediately upon identification and ensure that appropriate personal protective equipment (PPE) is easily accessible.
- Document and notify appropriate individuals per hospital procedure.
- Remove the sheet used for transport and change patient into clean gown

Sending Patient

Efforts are aimed at facilitating communication with EMS providers and the receiving facility and providing clear documentation.

- Ensure that appropriate infection control signage is in place and that appropriate PPE is available.
- Notify EMS providers directly if the patient is on isolation precautions and allow time for questions.
- Provide a verbal report and written documentation to the receiving facility.
- Provide education to the patient, family, or caregiver if appropriate.

References

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