

AVOID DEVASTATING HANDOFF ERRORS

What will I learn? Eighty (80) percent of serious medical errors involve miscommunication between healthcare professionals when responsibility for residents is handed off from one professional to another, according to the Joint Commission. The Joint Commission goes on to state, "Defective handoffs can lead to delays in treatment, inappropriate treatment, and increased length of stay in the hospital and, in extreme cases, serious physical or psychological injury and death." Most medical errors are not due to lack of technical skills; they are due to a lack of proper communication skills. This content-rich and high-energy session will provide tips to help you standardize the handoff process, including preparing for the handoff and articulating resident issues in a clear and understandable format.

Presenter Bio Edward Leigh, MA, is the Founder and Director of The Center for Healthcare Communication. He is an expert on resident, patient and employee engagement. He focuses on creating productive healthcare environments through dramatically improving communication. The Center focuses on significantly improving the communication between residents/patients and professionals as well as professionals communicating with each other. He presents high-energy and informative programs for LTC facilities, healthcare associations, hospitals and medical practices. His expertise makes him an in-demand media guest with appearances on many national television shows, including The Oprah Winfrey Network, The Today Show, MSNBC News, The Learning Channel and the Discovery Channel. Edward has been interviewed by Katie Couric and Montel Williams. He is the author of the upcoming book, *Engaging Your Patients*.

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ON HOW TO MAKE
TRANSITIONS OF CARE
EFFICIENT AND SAFE



When? Wednesday,
August 21, 2019, 1:00 PM

Presentation Objectives

1. Practice methods of preparing for the handoff.
2. Demonstrate effective communication strategies to promote safe resident care transitions.
3. Apply methods of handling situations where the handoff cannot be accepted (more info needed).