

David C. Leach, MD Award Recipients

Jenny Han, MD

Internal Medicine

Henry Ford Hospital, Detroit, MI

Project: *A novel way of teaching handoffs through a standardized handoff process*

Nominators had this to say:



During her time in residency, Jenny developed an interest in patient safety and transitions of care, specifically, the hand-off process. As our EIP application and proposals unfolded, Jenny became involved in the design and implementation of a hand-off study, which is known as the I-SWITCH study. This innovative project tested different methods of hand-off training and compared the effectiveness of three different educational modalities including the normal experiential, or traditional methods, versus a didactic or lecture format plus simulation of hand-offs using a standardized process. This study demonstrated innovation as well as improvement in the learning environment related to hand-offs, making them safer as judged by fewer errors in the clinical test of this process. After the success of the initial hand-off study (I-SWITCH) at Henry Ford Hospital, Jenny and her team proposed a follow up multi-institutional study to validate the results found at Henry Ford. Jenny was instrumental in recruiting other EIP programs to participate in this educational project at their institutions as well as an institution outside of the EIP group. Jenny and her team worked with the other institutions to successfully complete the multi-institutional study, MUST I-SWITCH. The results of this follow up study will be out in 2009.

Jenny has truly demonstrated excellence in graduate medical education and in her role as a resident, chief resident, and researcher. She clearly meets all five of the areas which are required to demonstrate excellence in graduate medical education as noted in the application form. Jenny has fostered innovation and improvement in the learning environment with the new hand-off process. As a result of her work, we have implemented this hand-off training for all incoming interns in all departments of our entire institution in order to improve communication and collaboration in education and patient care. The residents and institution have also benefited by increasing the efficiency of care provided with the development of a web based, secure hand-off program. This electronic sign out was designed from the elements of the I-SWITCH training and has all of these embedded into the format. This secure portal for patient lists and hand-offs for the oncoming team has not only saved the house staff significant amount of redundant work, but has made the patient care and cross cover easier to perform in this era of multiple transitions of care. Jenny also clearly demonstrates humanism in the patient care environment and care givers. Her enthusiasm for the educational process and potential to impact and improve patient care truly recharges the faculty and her peers who have witnessed her passion to the program as well as presenting the results and implementing it on an institutional level as standard of care.