

Ticket to ride: reducing handoff risk during hospital patient transport.

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Pesanka DA, Greenhouse PK, Rack LL, et al. Ticket to ride: reducing handoff risk during hospital patient transport. J Nurs Care Qual. 2009;24(2):109-15. doi:10.1097/01.NCQ.0000347446.98299.b5.

<https://psnet.ahrq.gov/issue/ticket-ride-reducing-handoff-risk-during-hospital-patient-transport>

Adverse events resulting from [intra-hospital transport](#) are an understudied phenomenon. This article shares a comprehensive approach from one hospital's efforts to develop a system for safe transport. The authors discuss practical tips for implementation, examples of [checklists](#) and structured communication [tools](#) adopted, and methods to evaluate program success. Based on more than 12,000 monthly transports, their data demonstrated improvements in transport documentation, improved patient satisfaction with transport, and fewer patient adverse events. An AHRQ WebM&M [commentary](#) discusses the issue of intra-hospital transport with suggestions for improving the safety of this process.