

## **I-PASS handoff program: use of a campaign to effect transformational change.**

November 19, 2018

Rosenbluth G, Destino LA, Starmer AJ, et al. I-PASS Handoff Program: Use of a Campaign to Effect Transformational Change. *Ped Qual Saf.* 2018;3(4):e088. doi:10.1097/pq9.000000000000088.

<https://psnet.ahrq.gov/issue/i-pass-handoff-program-use-campaign-effect-transformational-change>

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[Patient handoffs](#) carry high risk for [errors](#). [I-PASS](#) is a structured [handoff tool](#) that reduces errors and [preventable adverse events](#). Investigators noted that substantial culture change was required to implement I-PASS in the nine hospitals in which it was initially studied. In this study, they describe the organizational transformation techniques that fostered widespread I-PASS adoption. Tangible elements included establishing a sense of urgency, developing a memorable multimedia campaign, and engaging health care system and educational leaders. Their successes and lessons learned may provide a roadmap for implementing other evidence-based safety campaigns at academic centers. Two WebM&M commentaries explore the [risks of handoffs](#) and how to [mitigate them](#). A [PSNet interview](#) discussed handoffs and the implementation and findings of the landmark I-PASS study.