

I-PASS is an evidence-based package of interventions created to reduce communication failures during patient handoffs. In a large multicenter trial, I-PASS was associated with a **30%** reduction in medical errors that harm patients (NEJM 2014).

I-PASS is now being successfully used by more than **60 leading hospitals** in the U.S.

Joint Commission - Sentinel Event Alert 58: September 2017 Tips for high-quality handoffs

The Joint Commission gives the following seven recommendations on improving patient transfers:

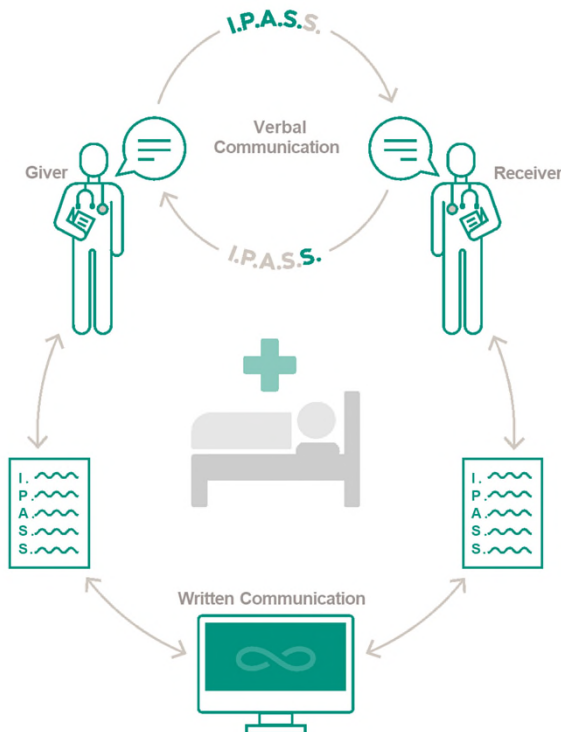
1. Have leadership demonstrate its commitment to successful handoffs and a safety culture.
2. Standardize critical content to be communicated (verbally or written) by the sender during a handoff.
3. Conduct face-to-face handoff communication and sign-outs between senders and receivers in distraction-free zones, be sure to include all appropriate team and family members as well.
4. Standardize handoff training.
5. Use your EHR and other technologies to improve the handoff process.
6. Monitor the success of interventions to improve handoff communication and use the lessons to drive improvement.
7. Sustain and spread best practices in handoffs and make high-quality handoffs a cultural priority.

Benefits of I-PASS Adoption

- ✓ Reduction in handoff safety events
- ✓ Increase in culture of safety scores
- ✓ Actionable step in becoming a high reliability organization
- ✓ Support cultural changes for sustainment
- ✓ Financial savings through:
 - Reduced patient re-admittance
 - Reduced malpractice claims

I-PASS Institute Services & Solutions

- ✓ Wide-scale dissemination across settings
- ✓ Customizable to your institution's workflows
- ✓ Support transitions of services:
 - At change of shift
 - As patients move within the institution
- ✓ Supports ongoing sustainment efforts at your institution
- ✓ Scalable for departmental or institution-wide implementation



STANDARDIZED STRUCTURE & CONTENT

- I.** Illness Severity
- P.** Patient Summary
- A.** Action List
- S.** Situation Awareness
- S.** Synthesis by Receiver



I-PASS CERTIFIED MENTOR

- Clinicians with real-world implementation experience
- Provide guidance and oversight



I-PASS PROGRAM MANAGER

- Ongoing implementation management
- Web tools set up and support

Implementation Guide

- Based on experience implementing in 60+ institutions
- Timelines and implementation milestones



I-PASS Web Portal



EHR Integration

- Pre-built I-PASS templates in major EMRs
- Consultative services on optimal template design

I-PASS Learning

- Scalable, interactive training
- Practice and guided self-assessment



I-PASS Assessment

- Web app for workplace assessment
- Promote feedback, learning, and improvement



I-PASS Analytics

- Measure adherence and support improvement
- Department, unit, and institutional benchmarking

			I-PASS Program Manager			Electronic Tools & Support Services							
	Annual Fees	I-PASS Certified Mentor ¹	Kickoff ²	Ongoing	I-PASS Learning ³	I-PASS Assessment APP	I-PASS EHR Integration App ⁴	I-PASS Analytics Module	Implement-ation Guide ⁵	Technical Support Services	Campaign Materials ⁶	I-PASS Certification ⁷	
Department	\$9,500	Available for Additional Fees	One 1 Hour Webinar for Institution Lead(s)	1 Hour Monthly Webinar Review	Up to 50 Learners	Configured to 1 Dept	Additional Fees of \$6,500 / Dept	I-PASS Adherence Run Chart	Included	Business Hours	Base Package	Not Included	
Multi-Department	\$22,500	Available for Additional Fees	One 1 Hour Webinar for Institution Lead(s)	1 Hour Monthly Webinar Review	Up to 125 Learners	Configured for up to 3 Depts	Additional Fees of \$6,500 / Dept	I-PASS Adherence Run Chart (By Dept & Instit.Wide)	Included	Business Hours	Base Package	Silver (Dept)	
Program	\$49,500	1 Day Onsite + 1 Hour Monthly Webinar Review	One 1 Hour Webinar for Institution Lead(s)	1 Hour Monthly Webinar Review	Up to 300 Learners	Configured for up to 6 Depts	Additional Fees of \$6,500 / Dept	I-PASS Adherence Run Chart (By Dept & Instit.Wide)	Included	Business Hours	Base Package	Gold (Dept)	
Enterprise	\$TBD	Customer Configured to Institution Needs ⁸								Business Hours	Enterprise Package	Platinum (Institution)	

- Mentor time may be purchased by the day (onsite) or hour (offsite), as I-PASS Institute rates. Any direct travel costs are billable at cost.
- A one hour webinar for all learners is not necessary, but is additionally offered at no extra fee should the purchasing Institution desire it.
- Currently available for: Surgery, Nursing, Internal Medicine, Pediatrics. Additional modules will be available as I-PASS Institute develops them. I-PASS Institute can customize modules to an institution's specific workflows / specialties for an additional fee.
- While the I-PASS method is agnostic to the EHR used by the purchasing Institution, the configurability and functionality of the I-PASS EHR Integration App will vary depending on the EHR and version. Should an institution not require / desire the EHR Integration App itself, I-PASS Certified Mentors have a deep background in structuring I-PASS templates and are available to consult at I-PASS Institute rates. Departments with > 50 users are subject to an increased fee.
- The Implementation Guide has been created from the knowledge of over 60 implementations of I-PASS, and has been adapted to a web-based guide that supports the broader implementations of I-PASS. Also included as part of the fee for the guide are other project management tools, such as project management timelines and GANTT charting.
- Campaign materials: Base Package includes I-PASS Lanyards and Badge pulls for each Learner. The Enterprise package includes posters, templates for electronic reminders and similar supporting materials.
- I-PASS Certification: Silver requires 75% of department staff to take the I-PASS Learning course; Gold further requires 3 consecutive months of > 75% adherence to the I-PASS elements (as measured through the Assessment APP and reported through the Analytics module); Platinum requires full institution adoption (95% of staff) of I-PASS and 12 consecutive months of > 75% adherence.
- I-PASS Institute will work with each Institution to assess, plan and price a program for institution-wide adoption and sustainment. Such a program may include customization of I-PASS Learning to the Institution's workflows, integration if I-PASS Assessment and Analytics to the appropriate departmental structures.