

Development of the Transfer Center Nurse Role in the Pacific Northwest

Purpose/Aim

The purpose of this study is to understand the role of the transfer center nurse (TCRN) by exploring documentation, quality metrics, and TCRN functions within a Transfer Center. By interpreting current functions of this role in existing Transfer Centers we can identify beneficial information for future research and evidence-based practice on a national level.

Rationale/Background

Little research has focused on the nurse's role in the patient transfer process. Transfer Centers originated to offer medical providers a seamless and convenient transition process for patients requiring transfer. Clinical insight during the patient transfer process was identified.

Methods

17 hospital systems in the PNW region were identified to participate, with 10 hospitals narrowed down in the final results. Electronic survey information was obtained and stored via a secure site (REDCap). Questionnaires were submitted twice over two weeks, with an option to submit results via phone.

Results

70% of participants reported TCRNs as part of their staffing mix. TCRNs were reported in a range of transfer types, from consult services to trauma transfers. Respondents reported a minimum of three years of nursing experience for the TCRN role. Survey of required interhospital transfer documentation found that 50% or less of respondents reported that IV/line access, vital signs, psychosocial needs, and length of stay is required. Quality metrics revealed that less than 50% of Transfer Centers reviewed mortality of transfer patients during hospitalization, patient satisfaction with the transfer process, adverse events related to transfer, and provider satisfaction with the transfer process.

Conclusion

This study concludes that nurses are a large presence in Transfer Centers in the PNW. Information regarding standard documentation and quality metrics in Transfer Centers highlights the opportunity to implement further research into evidence-based practice to improve the evolving TCRN role.

Authors and Credentials: Rachel Adaire BSN, MSRN, Oregon Health & Science University, adairr@ohsu.edu ; Deborah Eldredge PhD, RN, Oregon Health & Science University