INTERACT (INTERventions to Reduce Acute Care Transfers) is a quality improvement program. The program has a set of tools and strategies to help long-term care facilities better communicate their residents’ changes in condition. Below is an example of two INTERACT tools, the Stop and Watch form and the Situational Background Assessment Recommendation form, in action.

The Certified Nursing Assistant, Ms. Smith, notices a change in condition in her patient, Mrs. Jones. She is usually active, but today Ms. Smith has to convince her just to leave her bed.

Concerned, Ms. Smith fills out a Stop and Watch (S&W) form by circling that Mrs. Jones seems different than usual and ate less.

Ms. Smith gives the S&W form to the attending nurse on duty to alert him to Mrs. Jones’ change in condition.

Based on Ms. Smith’s S&W form, the nurse conducts a more thorough assessment using the Situation Background Assessment Recommendation (SBAR) form.

The nurse shares the patient information with the doctor, who identifies the best course of action for Mrs. Jones.

Thanks to the help of her care team, Mrs. Jones was treated in place and was able to avoid a transfer.

Using INTERACT tools such as these can help to reduce potentially avoidable hospitalizations.