Clinical Handover

Clinical leaders and senior managers of a health service organisation implement documented systems for effective and structured clinical handover.

Clinicians and other members of the workforce use the clinical handover systems.

Contents

- Governance and leadership for effective clinical handover
- Clinical handover processes
- Patient and carer involvement in clinical handover
- Useful links

The SA Health Accreditation Resource is designed to be used in addition to the Australian Commission on Safety and Quality in Health Care’s resources when implementing the National Safety and Quality Health Service Standards. It contains a combination of resources (policies, guidelines and tools) developed by SA Health and assists health services in identifying examples of evidence to demonstrate how to meet individual actions.

These resources are working documents that can be used by health services in their planning for assessment against the National Safety and Quality Health Service Standards. Regular review and update will occur as required.

Further information is available in the Australian Commission on Safety and Quality in Health Care Safety and Quality Improvement Guide.
### Criteria for the Clinical Handover Standard

**Governance and leadership for effective clinical handover**

Health service organisations implement effective clinical handover systems.

<table>
<thead>
<tr>
<th>Actions required</th>
<th>Examples of evidence</th>
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| **6.1** Developing and implementing an organisational system for structured clinical handover that is relevant to the healthcare setting and specialties, including: | The Clinical Handover Guideline and Policy Directive supports patient safety by improving clinical handover.  
*The Clinical Handover Policy*  
*The Clinical Handover Guideline*  
Evaluation of compliance.  
Appointment of relevant meeting, community with oversight of clinical governance. |
| > documented policy, procedures and/or protocols |  
| > agreed tools and guides. |  

**C**  

**6.1.1** Clinical handover policies, procedures and/or protocols are used by the workforce and regularly monitored.  

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| Clinical Handover poster for staff and consumers | Clinical Handover Resources Order Form  
Evaluation, audit and feedback processes and follow up.  
Examples of improvement activities. |

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**6.1.2** Action is taken to maximise the effectiveness of clinical handover policies, procedures and/or protocols.  

| ISBAR (Identify, Situation, Background and Recommendation) is the SA Health Standard for structured Clinical Handover.  
ISBAR and Clinical Handover Resources | Telephone sticker  
*Clinical Handover Poster*  
*ISBAR Telephone Notepad*  
*ISBAR Lanyard Card*  
*Iphone and Ipad app*  
*OACIS Clinical Handover Tool*  
*DVD Know the Plan Share the Plan* |

**C**  

**6.1.3** Tools and guides are periodically reviewed.
Clinical handover processes

Health service organisations have documented and structured clinical handover processes in place.

### Actions required:

#### 6.2 Establishing and maintaining structured and documented processes for clinical handover.

<table>
<thead>
<tr>
<th>C</th>
<th>6.2.1 The workforce has access to documented structured processes for clinical handover that include:</th>
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<tr>
<td></td>
<td>preparing for handover, including setting the location and time while maintaining continuity of patient care</td>
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<td>organising relevant workforce members to participate</td>
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<td>being aware of the clinical context and patient needs</td>
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<td></td>
<td>participating in effective handover resulting in transfer of responsibility and accountability for care.</td>
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- Local procedures documented for clinical handover.
- Regular audit.
- Availability of tools.
- ISBAR and Clinical Handover Resources:
  - Telephone sticker
  - Clinical Handover Poster
  - ISBAR Telephone Notepad
  - ISBAR Lanyard Card
  - Iphone and Ipad app
  - OACIS Clinical Handover Tool
  - DVD Know the Plan Share the Plan
  - SA Health Clinical Handover E Learning Module
- Record of all attendances to appropriate orientation and training.

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<tr>
<th>C</th>
<th>6.3 Monitoring and evaluating the agreed structured clinical handover processes, including:</th>
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<tr>
<td></td>
<td>regularly reviewing local processes based on current best practice in collaboration with clinicians, patients and carers</td>
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<tr>
<td></td>
<td>undertaking quality improvement activities and acting on issues identified from clinical handover reviews</td>
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<td></td>
<td>reporting the results of clinical handover reviews at executive level of governance.</td>
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</table>

- Evidence of relevant committee or meeting evaluating and monitoring processes.
- A list of measures related to teamwork and communication including process measures for clinical handover are available:
  - Run Chart
  - Measures Document
  - Patient Safety Executive Walkaround
  - Action Plan Poster (TeamSTEPPS Sites)
  - Observational Evaluation and Report (TeamSTEPPS Sites)

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<thead>
<tr>
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<th>6.3.2 Local processes for clinical handover are reviewed in collaboration with clinicians, patients and carers.</th>
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<tr>
<td></td>
<td>Review process in place to include feedback from the workforce and patients.</td>
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<td>Documentation of feedback, recommendations and actions taken to reduce re-occurrence of clinical handover incidents.</td>
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<td></td>
<td>Feedback mechanisms for the clinical workforce using the clinical handover systems such as debriefing on individual events or peer reviews.</td>
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<tr>
<td>Actions required:</td>
<td>Examples of evidence</td>
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</tbody>
</table>
| **C 6.3.3** Action is taken to increase the effectiveness of clinical handover. | Quality improvement activities undertaken and evaluated.  
Risk identification actions. |
| **C 6.3.4** The actions taken and the outcomes of local clinical handover reviews are reported to the executive level of governance. | Evidence of local and executive commitment to quality improvement through clinical handover planning, improvement and evaluating processes. |
| **6.4** Implementing a robust organisation-wide system of reporting, investigation and change management to respond to any clinical handover incidents. |  |
| **C 6.4.1** Regular reporting, investigating and monitoring of clinical handover incidents is in place. | Incident reporting on trends in clinical handover incidents.  
A mechanism for review and feedback on clinical handover incidents to relevant stakeholders. |
| **C 6.4.2** Action is taken to reduce the risk of adverse clinical handover incidents. | Examples of improvement activities that have been implemented and evaluated to reduce the risk of adverse clinical handover incidents. |
Patient and carer involvement in clinical handover

Health service organisations establish mechanisms to include patients and carers in clinical handover processes.

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<thead>
<tr>
<th>Actions required:</th>
<th>Examples of evidence</th>
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<tr>
<td><strong>6.5</strong> Developing and implementing mechanisms to include patients and carers in the clinical handover process that are relevant to the healthcare setting.</td>
<td>The TeamUp patient information sheet provides patients with information to encourage participation in clinical handover. Evidence of a patient experience survey and feedback. Evidence of an active mechanism for monitoring and responding to patient complaints and feedback.</td>
</tr>
</tbody>
</table>
Useful links

Australian Commission on Safety and Quality in Health Care Safety and Quality Improvement Guide

SA Health Clinical Handover Policy, Guidelines

ISBAR and Clinical Handover Resources

Iphone and Ipad app - web link https://itunes.apple.com/au/app/isbar/id465890292?mt=8

Clinical Handover Tool “Know the Plan, Share the Plan, Review the Risk”
http://www.sahealth.sa.gov.au/wps/wcm/connect/public+content_sa+health+internet/clinical+resources/safety+and+quality/clinical+handover/know+the+plan+share+the+plan+review+the+risk

TeamSTEPPS

Ossie Guide to Clinical Handover Improvement - web link

Implementation toolkit - web link

Discharge summary toolkit - web link

Tools for electronic handover

Measures document

Run chart - web link

Correct ordering through OACIS - web link
http://inside.sahealth.sa.gov.au/wps/wcm/connect/efa1be804985b2849e58de2aad9e71f7f/ISBARChangetoOacisH0tool-PHCS-SA-111223.pdf?MOD=AJPERES&CACHEID=efa1be804985b2849e58de2aad9e71f7