

## Suggested Clinical Handover Key Performance Indicators

### Structure/Process/Outcome

It is suggested that organisations select KPIs that are appropriate for the stage of development of clinical handover within their organisation. Initially process and structure KPIs may be relevant to measure progress against established organisation clinical handover policy and protocol. However as improved patient care and safety is the aim of effective clinical handover, outcome measures are recommended once a standardised process is established.

It is not suggested that organisations complete all the KPIs listed below. A range of KPIs are provided to allow organisations to select appropriate measures for their situation.

### Outcome KPIs

1. No. of patients subsequently requiring review not presented at clinical handover x 100  
No. of patients
  - Define which clinical handover situation the measure applies to
  - Define number of patient presentations measure applies to
2. No. of incident reports related to clinical handover (patient issues)
3. No. of MET calls
  - Define number and type of shift measure applies to (eg night shift)
  - Define period of time over which measure occurs (eg month)

### Structure KPIs

1. No. of medical units with specified time for clinical handover to occur x100  
No. of medical units
2. No. of nursing units with specified time for clinical handover to occur x100  
No. of nursing units
3. No. of medical units with access to pathology and radiology results during clinical handover x 100  
No. of medical units
4. No. of nursing units with access to pathology and radiology results during clinical handover x 100  
No. of nursing units

### Process KPIs

1. No. of clinical handover occasions when all mandatory attendees were present x 100  
No. of clinical handover occasions
  - Define which clinical handover situation the measure applies to
  - Define the number of clinical handover occasions to be measured
2. No. of patients who were presented at clinical handover using the minimum data set x 100  
No. of patients presented at clinical handover
  - Define which clinical handover situation the measure applies to
  - Define number of patient presentations measure applies to

3. No. of clinical handover occasions with senior clinical staff present x 100  
No. of clinical handover occasions
- Define which clinical handover situation the measure applies to
  - Define the number of clinical handover occasions to be measured