

Suggested content for clinical handover protocol / guidelines

Who	All staff participating in clinical handover and those with responsibility for the delivery of patient care.
Expected outcomes	<p>That the expectations of clinical handover are clearly stipulated for all clinical staff.</p> <p>That leadership is apparent in the management of clinical handover.</p> <p>That clinical handover is conducted in a manner which:</p> <ul style="list-style-type: none"> • facilitates effective communication • provides participants with an understanding of expectations in the forthcoming shift • provides participants with an awareness of priorities for the forthcoming shift. <p>That patient safety is enhanced as a result of effective clinical handover.</p>
Why	<ol style="list-style-type: none"> 1. Clinical handover is a recognised issue in maintaining patient safety. 2. <i>Health service XX</i> recognises the importance of clinical handover in the delivery of safe, quality care. 3. Standardisation of practice at <i>health service XX</i> will contribute to improved patient safety.
Procedure	<p><i>Health service XX:</i></p> <ul style="list-style-type: none"> • Provides orientation of clinical handover processes to all new staff. • Requires that Programs/Divisions (Medicine and Nursing) establish the following for clinical handover: <ul style="list-style-type: none"> ○ Senior clinician involvement in clinical handover via participation and consultation ○ Staff responsibilities for participating in clinical handover and complying with clinical handover policy and protocol to be stipulated in position descriptions ○ Information communicated during clinical handover should be documented in XX. ○ Specified handover time ○ Specified room for use during handover, with access to radiology and pathology results ○ Rosters with overlap of shifts, allowing time for handover to occur ○ Specified mandatory attendance at handover • No interruptions are to occur during clinical handover except in the case of an emergency. • Requires all units to have an escalation policy that clearly outlines steps

	<p>to be followed by junior staff in specific circumstances and at what stage assistance is to be sought. This escalation policy must be communicated to the multidisciplinary team and be readily accessible.</p> <ul style="list-style-type: none"> • Multidisciplinary participation in clinical handover is encouraged wherever feasible. • The <i>health service XX</i> minimum data set is to be used in all clinical handover situations. Units are encouraged to consider any specific fields that are to be added to meet the needs of their service. • Clinical handover of a patient should occur in the order outlined in the minimum data set. All designated fields are compulsory. • An opportunity to clarify issues/understanding must be provided. • Handover of patient information by phone (where participants are rostered to attend handover) is inappropriate except in emergency situations. • Incident reports should be completed when issues arise related to clinical handover.
Reporting	<ul style="list-style-type: none"> • Reporting of the following Key Performance Indicators occurs on a XX basis to the Board Quality Committee. Unit heads are responsible for ensuring that data collection and reporting occurs in a timely manner. It is expected that feedback be provided to staff and improvement strategies implemented where an opportunity is identified. • Programs/Divisions are required to submit relevant data as per Quality Manager guidelines.
Links	<p>Refer to:</p> <ul style="list-style-type: none"> • Clinical Handover Policy • Organisational Risk Management Policy • Attachment – Clinical Handover template • http://www.health.vic.gov.au/qualitycouncil/