

Matrix of clinical situations and handover options

There are a range of options for clinical handover that are considered to be “Recommended Options”.

Your task is to review the questions below and implement a clinical handover process that maps to the standard key principles and incorporates the most appropriate “Recommended Options” identified.

Why — implement standard key principles?		Provide the best patient care by improving the transfer of clinical information, responsibility and accountability.						
What — clinical information is handed over?		Locally defined minimum data set that meets the key principles, ensuring the most important clinical information is handed over. **						
Who — should attend handover?		Key participants in the handover process are identified and available to attend the clinical handover of their patients.						
When — should handover occur?		Escalation of deteriorating patient	Patient transfers to another ward	Shift to shift change over	Patient transfers for a test or appointment	Patient transfers to another facility	Multi-disciplinary team handover	Patient transfers to / from the community
How — should handover be delivered?	Face to face + checklist	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓
	In the patient's presence (bedside handover)	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓
	Face to face verbal only	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓
	Checklist	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓
	In a common staff area	~~~	~~~	✓✓✓	~~~	~~~	✓✓✓	~~~
	Telephone handover	✓✓✓	✓✓✓	~~~	✓✓✓	✓✓✓	✓✓✓	✓✓✓
	Mobile electronic tools	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓	✓✓✓
	Detailed transfer letter	xxx	~~~	xxx	~~~	✓✓✓	~~~	✓✓✓
	Tape recording	xxx	xxx	xxx	xxx	xxx	xxx	xxx

Legend	
✓✓✓	Recommended Options
~~~	Not Recommended
xxx	Should Never Occur

** = please refer to the Appendices to review some current examples of minimum data sets for existing models of clinical handover