

**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** – | Face to face + checklist | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ |
| should  handover be |  |
| In the patient’s presence  (bedside handover) | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ | ✓✓✓ |
| delivered? | 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

Don’t hesitate, communicate

**Acute Care Taskforce**