

## Evaluation Framework

Measures	Parameters	Collection method	Evaluation interval (sample answers)	Reporting (sample)
Structural measures:				
Type of organisation (urban/rural; public/private; community/academic; etc.)				
Size of organization (beds; visits)				
Specific types of handovers where an process has been implemented and number of locations (e.g. number of wards)				
Process measures:				
% of staff that understand the new process (practice and theory)		Survey and/or direction questioning of staff	After training, then at 3,6,12 months Repeated after alterations to the standardised process	All staff
% of handovers completed according to new process		Observation	Weekly for first month and then monthly	Random handovers
% of handovers interrupted		Observation	Weekly for first month and then monthly	Random handovers
% of handovers w/o needed documentation		Observation	Weekly for first month and then monthly	Random handovers
Average time for handover (and cost of this time)		Observation	Weekly for first month and then monthly	Random handovers
Participant and patient satisfaction.		Survey and interview	Monthly	Monthly
% of handovers with patient and or care involvement		Audit/ Observation	Monthly	
Outcome measures:				
Have clinical errors occurred due to insufficient information? (Does analysis point to a specific problem with a handover scenario where a standardised process has been implemented?)		Observational Incident monitoring	Observational work in high risk areas (eg ED, ICU) weekly for first month and then monthly. Incident monitoring	Random shifts Continuous