Communicating within your health care team
# Communicating Within Your Health Care Team

## Clinical Deterioration

| Introduction | • Introduce yourself, your role and location  
• Identify the patient |
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| Background   | • Provide relevant clinical history and background               
• Presenting problems and clinical history                        |
| Assessment   | • Work through A-G physical assessment                           
• What clinical observations are of particular concern?           
• What do you think the problem is?                               
• Remember to have current observations and information ready!    |
| Recommendation | • What do you want the person you have called to do?            
• What have you done?                                             
• Be clear about what you are requesting and the timeframe        
• Repeat to confirm what you have heard                           |

## Clinical Handover

| Introduction | • Introduce yourself, your role and location  
• Identify team leader                                          |
|--------------|------------------------------------------------------------------------------------------------|
| Situation    | • State the immediate clinical situation  
• State particular issues, concerns or risks                    
• Identify risks - Deteriorating patient, Falls risk, Allergies, limitation to resuscitation |
| Background   | • Provide relevant clinical history referring to medical record and/or eMR                     |
| Assessment   | • Work through A-G physical assessment                           
• Refer to observations, medication and other patient charts    
• Summarise current risk management strategies                  
• Have observations breached CERS criteria?                     |
| Recommendation | • Recommendations for the shift                              
• Refer to medical record or eMR                                 
• Provide expected date of discharge                             
• What further assessments and actions are required by who and when |
• State expected frequency of observations                       
• Request that receiver read back important actions required     |
Definitions

Clinical Handover: ‘the effective transfer of professional responsibility and accountability for some or all aspects of care for a patient/s, to another person or professional group’ (ACSQHC 201)
Key Principles of Clinical Handover

- Leadership
- Valuing Handover
- Handover Participants
- Handover Time
- Handover Place
- Handover Process
The Importance of Clinical Handover

- There are multiple documented issues worldwide in relation to ineffective clinical handover.
- 66% of adverse events are caused by failure of communication between health professionals.
- Accurate information during clinical handover is key to ensure patient safety.
- Effective clinical handover can reduce communication errors between health professionals and improve patient safety.
- The use of a standardised tool to facilitate communication, both verbal and written, can result in efficient and effective clinical handover.

Australian Commission on Safety & Quality in Health Care ‘OSSIE Guide to Clinical Handover Improvement’
Types of Clinical Handover – not just change of shift

- Escalation of deteriorating patients
- Patient transfers to another ward / area
- Shift to shift
- Patient transfer to a test / appointment
- Inter-hospital transfers
- Multi-disciplinary team handover
- Discharge
Where did ISBAR come from?

- Adapted from SBAR, a tool developed by the US Navy to improve communication
- A tool used to help provide structure to communication in a number of settings
- Structured format
- Mnemonic created to improve safety in the transfer of critical information
Why use ISBAR?

- A tool used to help provide structure to communication in a number of settings
- Provides a standardised structure for communicating
- Can be used for all types of Handover
- Helps prioritise information for both parties
- Decreases the chance of forgetting relevant information
- Helps to decrease assumptions by making the reason for the call obvious at the outset

Research has identified that a structured approach to handover reduces handover time and improves information transfer
Clinical Handover is an important source of patient information for the health care team

**CLINICAL HANDOVER**

**INTRODUCTION**
- Introduce yourself, your role and location
- Identify team leader
- Clearly identify patient and family and carer if present

**SITUATION**
- State the immediate clinical situation
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**BACKGROUND**
- Provide relevant clinical history referring to medical record and/or eMR

**ASSESSMENT**
- Work through A-G physical assessment
- Refer to observations, medication and other patient charts
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**RECOMMENDATION**
- Recommendations for the shift
- Refer to medical record or eMR
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- Prepare printed/written documents
- At bedside
- RV pt during handover, confirm clinical status, sight drains, pt and carer involvement, who is caring for them.
- Improves safety
- Avoid interruptions and distractions
## CLINICAL HANDOVER

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### SITUATION
- State the immediate situation
- State particular issues, concerns or risks
- Identify risks – Deteriorating Falls risk, Allergies, limitation of resuscitation

### BACKGROUND
- Provide relevant clinical history, referring to medical record and chart

### ASSESSMENT
- Work through A-G physical assessment
- Refer to observations, medication and other patient charts
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### RECOMMENDATION
- Recommendations for the shift
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Include patients and carers

Wherever possible, patients and carers should be recognised and included as handover participants.
**State the immediate clinical situation**
**State particular issues, concerns or risks**
**Identify risks – Deteriorating patient, Falls, Allergies, Limitation to resuscitation**

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(NSW GOVERNMENT Health Sydney Local Health District)
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Is there any specialty specific information that should be included in handover?
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## Introduce yourself, your role and location

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## Identify the patient

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CLINICAL DETERIORATION

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**NSW Sydney Local Health District**
Questions?
Summary

- Structured Clinical Handover improves patient safety
- Clinical handover is critical to optimal patient care
- ISBAR is wonderful….know and use it!