

*Communication and clinical handover that is clear, timely and involves, staff, patients, and carers leads to safer patient care.*

## **What is Clinical Handover?**

Clinical handover is giving and receiving information on a patient and their plan of care.

The majority of communication problems and incidents occur because clinical handover did not happen or because information was missing.

Clinical handover helps to provide safe care by making sure that all important information is communicated.

The patient and family play an important role.

Patients and family are often the first to know if care is not going to plan.

## **Know the plan, share the plan, review the risk**

Clinical handover allows staff, patients and carers to: 'Know the plan, share the plan, review the risks'. The patient and carer are central to knowing the plan of care. In the past year, there has been a lot of work to make sure patients and carers can have a say and have a role in clinical handover. This mainly occurs through handover at the bedside. This means patients, carers and staff:

- > understand the care plan
- > have an update on the progress of the care plan, and
- > can review the care plan for any risks or unexpected events

## **SHARED**

SHARED gives a structure to communication and handover and is used by health care staff. SHARED can also be used by patients and carers during handover.



|          |                      |   |
|----------|----------------------|---|
| <b>S</b> | <b>Situation</b>     | Reason for admission > change in condition > diagnosis specific information                 |
| <b>H</b> | <b>History</b>       | Medical > surgical > psychosocial > recent treatments > responses and events                |
| <b>A</b> | <b>Assessment</b>    | Results > blood tests > x-rays > scans > observations > condition severity                  |
| <b>R</b> | <b>Risk</b>          | Allergies > infection control > literacy/cultural > drugs > skin integrity > mobility/falls |
| <b>E</b> | <b>Expectation</b>   | Expected outcomes > plan of care > timeframes > discharge plan > escalation                 |
| <b>D</b> | <b>Documentation</b> | Progress notes > care path  |