



Safety Quality Performance

## Effective Clinical Handover: Meeting NSQHS Standard 6 Western Health, Footscray Thursday 16 October 2014

<ul> <li>Learning Objectives: At the completion of the program participants will have developed skills and over any participants will have developed skills and over incommonity parts of anadover on patient safety.</li> <li>Lidentify the situations where clinical handover on patient safety.</li> <li>Explain the role that information transfer, responsibility, teamwork and accountability play in handover.</li> <li>Reflect on the leadership role in improving handover and when does it occur? exploring</li></ul>	Thursday 16 October 2014			
<ul> <li>Description of the structure of the structur</li></ul>	Workshop Outcomes	00.00	Morning Program	
<ul> <li>Identify the situations where clinical handover occurs and the impact of handover on patient safety</li> <li>Explain the role that information transfer, responsibility, teamwork and accountability play in handover and where devices and evelocing and implementing key policy / guidelines, the structure and where devices and where and where devices and where and where and where devices and where devices and where devices and where and where and where and and devices and where and where and and devices and where and and devices and where and and devices and where and where and and and and and and and and and and</li></ul>	Learning Objectives: At the completion of the			
<ul> <li>responsibility, teamwork and accountability play in handover</li> <li>Reflect on the leadership role in improving handover</li> <li>Identify gaps and opportunities for addressing the criteria and actions required by the NSQHS Standard 6 - Clinical handover</li> <li>Who Should Attend?</li> <li>Health Administrators, Directors of Allied Health, Directors of Nursing, Auministrators, Quality Managers, Clinical Managers, Savetar Matagers, Clinical Managers, Clinical Managerer, Savetar Matagers, Clinical Managers, Clinical Managers, Cl</li></ul>	<ul> <li>knowledge to enable them to:</li> <li>Identify the situations where clinical handover occurs and the impact of handover on patient</li> </ul>	09:15	<ul> <li>Governance and systems for clinical handover – who has oversight of clinical handover?</li> <li>Developing and implementing key policy / guidelines,</li> <li>Expectations within the standards</li> </ul>	
<ul> <li>Health Administrators, Directors of Allied Health, Directors of Nursing, Nursing Administrators, Quality and Safety Managers, Quality Managers, Clinical Managers, Clinical Managers, Clinical Managers, Clinical Managers, Clinical Unit / Department Heads.</li> <li>11:15 Supporting clinical handover - systems and culture <ul> <li>A guide to designing handover solutions</li> <li>Communication tools - read-back / repeat-back</li> <li>Systems for clinical handover. standard operating protocols and electronic information tools</li> </ul> </li> <li>11:15 Supporting clinical handover - systems and culture <ul> <li>A guide to designing handover solutions</li> <li>Communication tools - read-back / repeat-back</li> <li>Systems for clinical handover.</li> </ul> </li> <li>11:45 Summary and Evaluation Questions and Answers</li> <li>12:00 Close <ul> <li>11:45</li> <li>Meters Sydney, In Inpatient and community pulliative care, rehabilitation and aged care service provider, since May 2008. Karen has held sent the four years prior to her current role Karen had been the four years prior to her current role Karen had been the four years prior to her current role Karen had been the four years prior to her current role Karen had been the four years prior to her current role Karen had been the four years prior to her current role Karen had been the four years prior to her current role Karen had been the four years prior to her current role Karen hods and thread to recurrent and management experience in tertiary referal hospital stat Area Health Service an Facility levels and in policy development and ngo poject management at NSW Health, change management, organizational restructure, quality management, and project management and financial management. Karen holds an Associate position with the University of Sydney Graduate School of Government, mentoring students in the Masters of, and Graduate Diploma in, Public Administration programs.</li> <li>15:45 Summary and Evaluation</li> </ul></li></ul>	<ul> <li>responsibility, teamwork and accountability play in handover</li> <li>Reflect on the leadership role in improving handover</li> <li>Identify gaps and opportunities for addressing the criteria and actions required by the NSQHS Standard 6 - Clinical handover</li> </ul>	10:30	<ul> <li>What is the interface between professional groups and between departments within an organisation?</li> <li>What is the interface between acute care, sub-acute care, community health, primary care, residential care etc.</li> <li>Morning Tea</li> <li>Clinical handover – what does the evidence say?</li> <li>Understanding data and what to measure when evaluating the effectiveness of Clinical Handover</li> </ul>	
<ul> <li>Directors of Nursing, Nursing Administrators, Quality Managers, Clinical Managers, Clinical Managers, Clinical Unit / Department Heads.</li> <li>Workshop Presenter</li> <li>Karen Edwards, ACHS Surveyor, RN, GDip Acute Care, MNsg: Karen has been in her current role kare habilitation and aged care service provider, since May 2008. Karen has held senvices both in Australia and overseas. In the Gour years prior to her current role Karen has held her returning from Singapore where she had spent three years as the Director of Clinical Departions for the South Eastern Sydney Illawarra Area Health Service and spent three years as the Director of Clinical Business Development with the National Kidney Foundation. Karen has envice have had spent three years as the Director of Clinical Business Development at MSVP MedIth, with roles focusing on leadership, change management and project management at SWSW Health, with roles focusing on leadership, change management, organizational restructure, quality management, and project management at NSWP MedIth, with roles focusing on leadership, change management, and project management at NSWP MedIth, with roles focusing on leadership, change management, and radia metal metal wear to the Sydney Graduate School of Government, mentoring students in the Masters of, and Graduate Diploma in, Public Administration programs.</li> <li>The Valuation Nature Area Medit Service and Facility levels and in policy for and priore south and over and where solutions and use the evidence say?</li> <li>Understanding data and what o measure when evaluating the effectiveness of and Graduate Diploma in, Public Administration programs.</li> <li>The Valuation Nature Area Area Health Service and Facility levels and in policy for the distribution and priore to the current of the Attern holds an Associate position with the University of Sydney Graduate School of Government, mentoring students in the Masters of and Graduate Diploma in, Public Administration programs.</li> <li>The Matter Subate School o</li></ul>				
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5 Macarthur Street Ultimo NSW 2007 Australia T: +61 2 9281 9955 F: +61 2 9211 9633 E: achs@achs.org.au W: www.achs.org.au



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Jua

ACN 008 549 773 5 Macarthur Street Ultimo NSW 2007 Australia T: +61 2 9281 9955 F: +61 2 9211 9633 E: achs@achs.org.au W: www.achs.org.au A not-for-profit organisation