

Effective Clinical Handover: Meeting NSQHS Standard 6 Western Health, Sunshine Friday 17 October 2014

Workshop Outcomes

Learning Objectives: At the completion of the program participants will have developed skills and knowledge to enable them to:

- **Identify** the situations where clinical handover occurs and the impact of handover on patient safety
- **Explain** the role that information transfer, responsibility, teamwork and accountability play in handover
- **Reflect** on the leadership role in improving handover
- **Identify** gaps and opportunities for addressing the criteria and actions required by the NSQHS Standard 6 - Clinical handover

Who Should Attend?

Health Administrators, Directors of Allied Health, Directors of Nursing, Nursing Administrators, Quality and Safety Managers, Quality Managers, Clinical Managers, Clinical Unit / Department Heads.

Workshop Presenter

Karen Edwards, ACHS Surveyor, RN, GDip Acute Care, MNsg: Karen has been in her current role as Chief Executive Officer and Director of Nursing at Calvary Health Care Sydney, an inpatient and community palliative care, rehabilitation and aged care service provider, since May 2008. Karen has held senior positions in public, not for profit and private health services both in Australia and overseas. In the four years prior to her current role Karen had been the Assistant Director of Clinical Operations for the South Eastern Sydney Illawarra Area Health Service a position she gained after returning from Singapore where she had spent three years as the Director of Clinical Business Development with the National Kidney Foundation. Karen has extensive health service management experience in tertiary referral hospitals at Area Health Service and Facility levels and in policy development and project management at NSW Health, with roles focusing on leadership, change management, organizational restructure, quality 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.

Morning Program

- 09:00 **Welcome and Introduction:** Program outline, workshop outcomes
- 09:15 **Putting Clinical Handover into perspective**
- Governance and systems for clinical handover – who has oversight of clinical handover?
 - Developing and implementing key policy / guidelines,
 - Expectations within the standards
 - The role of evaluation and audit
- 09:45 **What is clinical handover and where does it occur? exploring.....**
- Where does clinical handover occur and who between?
 - What is the interface between professional groups and between departments within an organisation?
 - What is the interface between acute care, sub-acute care, community health, primary care, residential care etc.
- 10:30 Morning Tea
- 10:45 **Clinical handover – what does the evidence say?**
- Understanding data and what to measure when evaluating the effectiveness of Clinical Handover
 - Evaluation of outcomes – audit and the alternatives
- 11:15 **Supporting clinical handover – systems and culture**
- A guide to designing handover solutions
 - Communication tools – iSoBAR/ISBAR/S-BAR
 - Communication tools – read-back / repeat-back
 - Systems for clinical handover: standard operating protocols and electronic information tools
- 11:45 **Summary and Evaluation**
Questions and Answers
- 12:00 Close

Afternoon Program

- 14:00 **Welcome and Introduction:** Program outline, workshop outcomes
- 14:15 **Putting Clinical Handover into perspective**
- Governance and systems for clinical handover – who has oversight of clinical handover?
 - Developing and implementing key policy / guidelines,
 - Expectations within the standards
 - The role of evaluation and audit
- 14:45 **What is clinical handover and where does it occur? exploring.....**
- Where does clinical handover occur and who between?
 - What is the interface between professional groups and between departments within an organisation?
 - What is the interface between acute care, sub-acute care, community health, primary care, residential care etc.
- 15:30 Afternoon Tea
- 15:45 **Clinical handover – what does the evidence say?**
- Understanding data and what to measure when evaluating the effectiveness of Clinical Handover
 - Evaluation of outcomes – audit and the alternatives
- 16:15 **Supporting clinical handover – systems and culture**
- A guide to designing handover solutions
 - Communication tools – iSoBAR/ISBAR/S-BAR
 - Communication tools – read-back / repeat-back
 - Systems for clinical handover: standard operating protocols and electronic information tools
- 16:45 **Summary and Evaluation**
Questions and Answers
- 17:00 Close

This program may be subject to amendments when necessary

