

NSQHS Standard 6 Clinical Handover

Shift to shift handover & patient audit tool



Hospital and Health Service:	Facility:	Audit Date/Period:
Ward/Unit:	Clinical Handover Date:	Clinical Handover (circle) am / pm / late

Shift to Shift Handover & Patient Audit tool: For EACH shift to shift clinical handover audited/observed within the audit period, complete observation questions 1.0 to 4.0 AND for EACH patient within the shift to shift clinical handovers audited/observed complete patients questions 5.0 to 5.5. For each audit period several shift to shift clinical handovers should be audited. The several shift to shift clinical handover / patient audit tool can be collated on the NSQHS Standard 6 Clinical Handover Ward Audit Tool.

- Notes:
- Each facility needs to determine those audit questions that are applicable to their facility / health service circumstances for review
 - Some questions and responses may not be applicable (eg. at a ward/unit level) and can be adapted to suit individual requirements
 - The measurement plan details each audit question and the action/criteria it aligns to in the standard

Shift to Shift Clinical Handover Observation Questions		Response
1.0	Record planned start time of shift to shift clinical handover	
1.1	Record planned finish time of shift to shift clinical handover	
1.2	Record actual start time of shift to shift clinical handover	
1.3	Record actual finish time of shift to shift clinical handover	
1.4	Did the shift to shift clinical handover start more than 5mins late? (actual start is > 5mins after planned start)	<input type="checkbox"/> Yes <input type="checkbox"/> No
1.5	Total shift to shift clinical handover time: (actual finish – actual start)	
2.0	Was a 'board' meeting held prior to bedside handover?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.1	Was the full clinical team involved in shift to shift clinical handover whiteboard meetings?	<input type="checkbox"/> Yes <input type="checkbox"/> No
2.2	If yes: Which professional groups were involved? (select all options)	<input type="checkbox"/> Nursing <input type="checkbox"/> AHP <input type="checkbox"/> Medical
2.3	Was the full clinical team involved in shift to shift clinical handover at the bedside?	<input type="checkbox"/> Yes <input type="checkbox"/> No

Shift to Shift Clinical Handover Observation Questions		Response
2.4	If yes: Which professional groups were involved? (select all options)	<input type="checkbox"/> Nursing <input type="checkbox"/> AHP <input type="checkbox"/> Medical
3.0	Did the ward use a shift to shift clinical handover summary sheet?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.1	If yes: Did all the staff involved in shift to shift clinical handover receive the clinical handover summary sheet?	<input type="checkbox"/> Yes <input type="checkbox"/> No
3.2	If yes to 3.0: Did the summary sheet outline patient risks and alerts; prioritisation of deteriorating patients; OH&S issues; staffing allocation?	<input type="checkbox"/> Yes <input type="checkbox"/> No
4.0	Record the number of interruptions that occurred during the clinical handover process (Use the categories below and record any interruptions – tally the result): -Patient Hygiene; -Procedures/Observations ; -Ward Round ; -Other – please list reasons for interruption: -Total number of interruptions	_____ _____ _____ _____ _____

Patient Observations and Questions (within Shift to Shift Clinical Handover)

Record Yes / No for each patient/carer audited on the ward and observed within shift to shift clinical handover

	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	Total
5.0 Was a bedside safety scan performed at the time of shift to shift clinical handover?																															
5.1 Was the patient/carer greeted on the commencement of shift to shift clinical handover?																															
5.2 Was the patient/carer introduced to oncoming staff on the commencement of shift to shift clinical handover?																															
5.3 Did the patient/carer have general observations documented at time of shift to shift clinical handover?																															
5.4 Did the patient/carer have evidence of shift to shift clinical handover documented in the chart?																															
5.5 Was the patient/carer involved in shift to shift clinical handover?																															

We recognise and appreciate that there may be gaps in the scope and questions included in these tools, however, as this is a **'Work in Progress'**, future versions will build upon the existing scope and questions, and incorporate staff feedback and suggestions for improvement.

The Patient Safety and Quality Improvement Service, Clinical Excellence Division, welcomes feedback on the audit tools and the measurement plans, to ensure the tools meet the needs of Hospital and Health Services. We appreciate any feedback you can provide for the next version.

Please email Patient Safety and Quality Improvement Service on PSQIS_Comms@health.qld.gov.au for feedback or comments.

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