

**National Safety and Quality Health Service Standards  
Standard 6 Clinical Handover - Measurement Plan**

Note: The measurement plan details the criteria / action and those question/s / responses that correspond to the action. Some questions may be used by the facility to demonstrate evidence for other actions, in addition to the action it has been aligned with.

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
Governance and leadership for effective clinical handover	Health service facilities implement effective clinical handover systems.	6.1 Developing and implementing a facility system for structured clinical handover that is relevant to the healthcare setting and specialities, including: • documented policy, procedures and/or protocols • agreed tools and guides	6.1.1 Clinical handover policies, procedures and/or protocols are used by the workforce and regularly monitored	Facility	Identify if the facility has a shift to shift clinical handover policy in place	Evidence that the facility has a shift to shift clinical bedside handover policy	1.0 Is there evidence that the facility (or at service level) has a shift to shift clinical handover policy in place? 1.1 If yes: Is the policy tabled at a governance committee/s or group meeting/s? 1.2 If yes to 1.0: Specify the committee/group. 1.3 If yes to 1.0: Does the policy define the audit process to be undertaken to assess against it? 1.4 If yes to 1.0: Does the policy reference the consultation processes or collaborative group/s involved in their development? 1.5 If yes to 1.0: Does the policy detail the date it became effective? 1.6 If yes to 1.0: Does the policy detail the date of the next revision? 1.7 If yes to 1.0: Does the policy reference the source documents (if applicable) particularly where they are represented as best practice? 1.8 If yes to 1.0: Does the workforce know the document exists, can access it and know and use the contents? 1.9 If yes to 1.0: Outline details of the document, where kept, review date and the 'owner'.	Yes; No Yes; No text box Yes; No Yes; No Yes; No; N/A Yes; No text box			
				Facility	Identify the extent the wards/units have a shift to shift clinical handover procedure/protocol in place	% of wards/units that have a shift to shift clinical handover procedure/protocol in place	7.0 What is the number of wards/units that have a shift to shift clinical handover procedure/protocol in place? (CH_Ward_Q1.0) 7.1 What is the number of wards/units where it is available to staff at the time of clinical handover? (CH_Ward_Q1.1) 7.2 What is the number of wards/units where the procedure/protocol defines the audit process to be undertaken to assess against it? (CH_Ward_Q1.2) 7.3 What is the number of wards/units where the procedure/protocol references the consultation processes or collaborative group/s involved in their development? (CH_Ward_Q1.3) 7.4 What is the number of wards/units where the procedure/protocol details the date it became effective? (CH_Ward_Q1.4) 7.5 What is the number of wards/units where the procedure/protocol details the date of the next revision? (CH_Ward_Q1.5) 7.6 What is the number of wards/units where the workforce knows the document exists, can access it and knows and uses the contents? (CH_Ward_Q1.6) 7.7 Outline details of the document, where kept, review date and the 'owner'. (CH_Ward_Q1.7)		Number of wards/units that have a shift to shift clinical handover procedure/protocol in place	Total number of wards/units audited for a shift to shift clinical handover procedure/protocol in place	Day procedure units
				Facility	Identify if the facility records minimum details in the discharge summary (as standard procedure)	% of wards/units that include details of emergency contacts, post-procedure and appointment times in the discharge summary	8.0 What is the number of wards/units that include details of emergency contacts, post-procedure and appointment times in the discharge summary? (CH_Ward_Q5.0)		Number of wards/units that include details of emergency contacts, post-procedure and appointment times in the discharge summary	Total number of wards/units audited to check if they include details of emergency contacts, post-procedure and appointment times in the discharge summary	
				Facility	Identify if the facility has facility transfer guidelines /forms	% of wards/units that have guidelines/forms for patients transferred to other facilities for ongoing care or investigation	9.0 What is the number of wards/units that have guidelines/forms for patients transferred to other facilities for ongoing care or investigation? (CH_Ward_Q6.0)		Number of wards/units that have guidelines/forms for patients transferred to other facilities for ongoing care or investigation	Total number of wards/units audited for evidence of guidelines/forms for patients transferred to other facilities for ongoing care or investigation	
			Facility	6.1.2 Action is taken to maximise the effectiveness of clinical handover policies, procedures and/or protocols	Identify if the facility provides staff to shift clinical handover shift education and maintains records of attendance	Evidence of staff education on the facility shift to shift clinical handover policy/ procedure/ tool/guide	2.0 Is there evidence that the facility (or at service level) provides staff education on shift to shift clinical handover? 2.1 If yes: Is there evidence that attendance at the education sessions is recorded? 2.2 If yes to 2.0: Is there evidence that the education is matched to staff training needs? 2.3 If yes to 2.0: Is there evidence that staff feedback reports of the sessions are evaluated and incorporated into the next revision? 2.4 If yes to 2.0: Provide comments on the education sessions and resources that are provided and when.	Yes; No Yes; No Yes; No text box			
			Facility	Identify the extent that wards/units are involved in regular audits of shift to shift clinical handover	% of wards/units that undertake audits of shift to shift clinical handover	14.0 What is the number of wards/units that undertake shift to shift clinical handover audits? (CH_Ward_Q7.0)		Number of wards/units that undertake audits of shift to shift clinical handover	Total number of wards/units audited for routine audits of clinical handover		
			Facility	Identify if the facility incorporates shift to shift clinical handover in the orientation process	% of wards/units that include shift to shift clinical handover in staff orientation processes	10.0 What is the number of wards/units that include shift to shift clinical handover in staff orientation processes? (CH_Ward_Q9.0)		Number of wards/units that include shift to shift clinical handover in staff orientation processes	Total number of wards/units audited for including clinical handover in staff orientation processes		
			Facility	Identify the extent that wards/units have shift to shift clinical handover communication material for staff and patients/carers displayed	% of wards/units displaying communication material for the workforce and/or patients relating to shift to shift clinical handover	11.0 What is the number of wards/units displaying communication material for the workforce and patients relating to shift to shift clinical handover? (CH_Ward_Q2.0) 11.1 What is the number of wards/units displaying communication material for the workforce relating to shift to shift clinical handover? (CH_Ward_Q2.1) 11.2 What is the number of wards/units displaying communication material for the patients/carers relating to shift to shift clinical handover? (CH_Ward_Q2.2) 11.3 What is the number of wards/units that have evidence of processes in place for routinely distributing the material? (CH_Ward_Q2.3) 11.4 What is the number of wards/units where the needs of culturally and linguistically diverse populations are taken into consideration? (CH_Ward_Q2.4) 11.5 What is the number of wards/units where the communication strategies are evaluated and modified accordingly? (CH_Ward_Q2.5) 11.6 Outline what communication material is displayed, in what format and the intended audience. (CH_Ward_Q2.6)		Number of wards/units displaying communication material for the workforce and/or patients relating to shift to shift clinical handover	Total number of wards/units audited		
			Facility	Identify if the facility has information on shift to shift clinical handover available	Evidence of publication of shift to shift clinical handover policies, procedures, and/or guidelines on health service communication board and/or web site	3.0 Is there evidence that the facility (or at service level) has shift to shift clinical handover policies, procedures, and/or guidelines published on local health service communication boards and/or web site?	Yes ; No				
			Facility	Identify the extent that wards/units have a designated time and place for shift to shift clinical handover	% of wards/units that have a designated time and place for shift to shift clinical handover	12.0 What is the number of wards/units that have a designated place and times for shift to shift clinical handover? (CH_Ward_Q3.0&Q4.0) 12.1 What is the number of wards/units that have a designated place for shift to shift clinical handover? (CH_Ward_Q4.0) 12.2 What is the number of wards/units that have designated times for shift to shift clinical handover? (CH_Ward_Q3.0)		Number of wards/units that have a designated time and place for shift to shift clinical handover	Total number of wards/units audited		

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
			6.1.3 Tools and guides are periodically reviewed	Facility	Identify the extent that wards/units have a shift to shift clinical handover evaluation and quality improvement plan in place	% of wards/units with shift to shift clinical handover evaluation and quality improvement plan in place	13.0 What is the number of wards/units that have evaluation and quality improvement plan/s in place to reduce shift to shift clinical handover incidents? (CH_Ward_Q8.0) 13.1 List the sources of data/information that led to the development of the plan/s. (CH_Ward_Q8.1) 13.2 What is the number of wards/units where the plan/s record quality improvement action/s to be implemented? (CH_Ward_Q8.2) 13.3 List the actions as per plan. (CH_Ward_Q8.3) 13.4 What is the number of wards/units where the plan/s include a risk register for the proposed quality improvement actions? (CH_Ward_Q8.4) 13.5 What is the number of wards/units that have a risk register that includes a scale to rate risks? (CH_Ward_Q8.5) 13.6 What is the number of wards/units where risks are reviewed on a regular basis? (CH_Ward_Q8.6) 13.7 What is the number of wards/units where the plan/s includes mechanisms for evaluating the quality improvement actions? (CH_Ward_Q8.7) 13.8 What is the number of wards/units where the plan/s are tabled at a committee/group? (CH_Ward_Q8.8) 13.9 List the committees/groups? (CH_Ward_Q8.9) 13.10 List the persons who assisted in the development of the plan/s? (CH_Ward_Q8.10) 13.11 What is the number of wards/units where the workforce know the plan/s exist? (CH_Ward_Q8.11) 13.12 Outline who the 'owners' are, the clinical leads, where the plans are filed and how often they are reviewed.(CH_Ward_Q8.12)		Number of wards/units with shift to shift clinical handover evaluation and quality improvement plan in place	Total number of wards/units audited	
				Facility	Identify the extent that the facility has a shift to shift clinical handover evaluation and quality improvement plan in place	Evidence that the facility has a shift to shift clinical handover evaluation and quality improvement plan in place	5.0 Is there evidence that the facility (or at service level) has an evaluation and quality improvement plan/s in place to reduce shift to shift clinical handover incidents? 5.1 If yes: What sources of data/information led to the development of the plan eg. PRIME, Queensland Bedside Audit, other data sources? 5.2 If yes to 5.0: Is there evidence that the plan/s record quality improvement action/s to be implemented? 5.3 If yes to 5.2: List the actions as per plan. 5.4 If yes to 5.0: Is there evidence that the plan/s include a risk register for the proposed quality improvement actions? 5.5 If yes to 5.4: Does the risk register include a scale to rate risks? 5.6 If yes to 5.4: Are the risks reviewed on a regular basis? 5.7 If yes to 5.0: Is there evidence that the plan/s includes mechanisms for evaluating the quality improvement actions? 5.8 If yes to 5.0: Is there evidence that the plan/s are tabled at a committee/group? 5.9 If yes to 5.8: Which committee/group? 5.10 If yes to 5.0: Who assisted in the development of the plan/s? 5.11 If yes to 5.0: Is there evidence the workforce know the plan/s exist? 5.12 If yes to 5.0: Outline who the 'owner' is, the clinical lead, where the plans are filed and how often they are reviewed.	Yes; No text box Yes; No text box Yes; No Yes; No Yes; No Yes; No text box text box Yes; No text box			
Clinical handover processes	Health service facilities have documented and structured clinical handover processes in place.	6.2 Establishing and maintaining structured and documented processes for clinical handover	6.2.1 The workforce has access to documented structured processes for clinical handover that include: • preparing for handover, including setting the location and time while maintaining continuity of patient care • organising relevant workforce members to participate • being aware of the clinical context and patient needs • participating in effective handover resulting in transfer of responsibility and accountability for care	Ward	Identify if the ward use the facility shift to shift clinical handover procedure /protocol	Evidence that wards/units have a shift to shift clinical handover procedure/protocol in place	1.0 Is there evidence that the ward/unit has a shift to shift clinical handover procedure/protocol in place? 1.1 If yes: Is it available to staff at the time of clinical handover? 1.2 If yes to 1.0: Does the procedure/protocol define the audit process to be undertaken to assess against it? 1.3 If yes to 1.0: Does the procedure/protocol reference the consultation processes or collaborative group/s involved in their development? 1.4 If yes to 1.0: Does the procedure/protocol detail the date it became effective? 1.5 If yes to 1.0: Does the procedure/protocol detail the date of the next revision? 1.6 If yes to 1.0: Does the workforce know the document exists, can access it and know and use the contents? 1.7 If yes to 1.0: Outline details of the document, where kept, review date and the 'owner'.	Yes; No Yes; No Yes; No Yes; No Yes; No Yes; No text box			
				Ward	Identify if the ward has shift to shift clinical handover communication material for staff and patients/carers displayed	Evidence that wards/units display communication material for the workforce and/or patients relating to shift to shift clinical handover	2.0 Is there evidence that the ward/unit displays any communication material for the workforce and/or patients regarding shift to shift clinical handover? E.g. flyer, patient brochures 2.1 If yes: Is it aimed at staff? 2.2 If yes to 2.0: Is it aimed at patients/carers? 2.3 If yes to 2.0: Is there evidence of processes in place for routinely distributing the material? 2.4 If yes to 2.0: Is there evidence that the needs of culturally and linguistically diverse populations are taken into consideration? 2.5 If yes to 2.0: Is there evidence the communication strategies are evaluated and modified accordingly? 2.6 If yes to 2.0: Outline what communication material is displayed, in what format and the intended audience.	Yes; No Yes; No Yes; No Yes; No Yes; No insert text box			
				Ward	Identify the extent that wards/units within the facility have: 1. structured time and place for shift to shift clinical handover, 2. correct staff involved in shift to shift clinical handover, 3. documentation to facilitate shift to shift clinical handover	Evidence the ward/unit has a designated time and place for shift to shift clinical handover	3.0 Is there evidence that the ward/unit has set times for shift to shift clinical handover? 4.0 Is there evidence that the ward/unit has a set place for shift to shift clinical handover?	Yes; No Yes; No			
				Ward & S to S/Pt	% of the shift to shift clinical handovers where full clinical team are involved in clinical handover (whiteboard & bedside)	14.0, 15.0 & 16.0 What is the number of shift to shift clinical handovers where full clinical team are involved in clinical handover (whiteboard & bedside) on the ward/unit (CH_Ward_Q2.1 & Q2.3) 2.1 Was the full clinical team involved in shift to shift clinical handover whiteboard meetings? 2.2 If yes, which professional groups were involved? (select all options) 2.3 Was the full clinical team involved in shift to shift clinical handover at the bedside? 2.4 If yes, which professional groups were involved? (select all options)	Yes; No Medical; Nursing; Allied health Yes; No Medical; Nursing; Allied health	Number of the shift to shift clinical handovers where full clinical team are involved in clinical handover (whiteboard & bedside)	Total number of shift to shift clinical handovers audited on the ward/unit		
				Ward & S to S/Pt	% of shift to shift clinical handovers where a 'whiteboard' meeting takes place prior to bedside handover	12.0 What is the number of shift to shift clinical handovers where a 'whiteboard' meeting takes place prior to bedside handover (CH_Patient_Q2.0) 2.0 Was a 'board' meeting held prior to bedside handover?	Yes; No	Number of shift to shift clinical handovers where a 'whiteboard' meeting takes place prior to bedside handover	Total number of shift to shift clinical handovers audited on the ward/unit		
				Ward & S to S/Pt	% of shift to shift clinical handovers that used a shift to shift clinical handover summary sheet	13.0 What is the number of shift to shift clinical handovers that used a shift to shift clinical handover summary sheet on the ward (CH_Patient_Q3.0) 3.0 Did the ward use a shift to shift clinical handover summary sheet? 3.1 If yes: Did all the staff involved in shift to shift clinical handover, receive the clinical handover summary sheet? 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?	Yes; No Yes; No Yes; No	Number of shift to shift clinical handovers that used a shift to shift clinical handover information sheet	Total number of shift to shift clinical handovers audited on the ward/unit		
				Ward	Identify if the ward/unit records minimum details in the discharge summary (as standard procedure)	Evidence of Discharge summary with details of emergency contacts, post-procedure and appointment times	5.0 Is there evidence that the ward/unit records the following in the Discharge Summary? -emergency details -post-procedure instructions -future appointment times	Yes; No Yes; No Yes; No			
				Ward	Identify if the ward/unit has facility to transfer guidelines /forms	Evidence of guidelines/forms for patient transferred to other facilities for ongoing care or investigation	6.0 Is there evidence that the ward/unit has guidelines/forms for patients transferred to other facilities for ongoing care or investigation?	Yes; No			

Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions	
		6.3 Monitoring and evaluating the agreed structured clinical handover processes, including: <ul style="list-style-type: none"> <li>regularly reviewing local processes based on current best practice in collaboration with clinicians, patients and carers</li> <li>undertaking quality improvement activities and acting on issues identified from clinical handover reviews</li> <li>reporting the results of clinical handover reviews at executive level of governance</li> </ul>	6.3.1 Regular evaluation and monitoring processes for clinical handover are in place	Ward	Identify if the ward/unit has a shift to shift clinical handover audit program	Evidence that wards/units that undertake regular audits of shift to shift clinical handover	7.0 Is there evidence that the ward/unit undertakes regular audits of shift to shift bedside clinical handover? 7.1 If yes: Outline who, what and how often the audit is undertaken	Yes ; No insert text box				
			6.3.2 Local processes for clinical handover are reviewed in collaboration with clinicians, patients and carers	Ward	Identify if the ward/unit has a shift to shift clinical handover evaluation and quality improvement plan in place	Evidence the wards/units has a shift to shift clinical handover evaluation and quality improvement plan in place	8.0 Is there evidence that the ward/unit has an evaluation and quality improvement plan/s in place to reduce shift to shift clinical handover incidents? (N/A for facility or service level responses and report at facility level) 8.1 If yes: What sources of data/information led to the development of the plan eg. PRIME, Queensland Bedside Audit, other data sources? 8.2 If yes to 8.0: Is there evidence that the plan/s record quality improvement action/s to be implemented? 8.3 If yes to 8.2: List the actions as per plan. 8.4 If yes to 8.0: Is there evidence that the plan/s include a risk register for the proposed quality improvement actions? 8.5 If yes to 8.4: Does the risk register include a scale to rate risks? 8.6 If yes to 8.4: Are the risks reviewed on a regular basis? 8.7 If yes to 8.0: Is there evidence that the plan/s include mechanisms for evaluating the quality improvement actions? 8.8 If yes to 8.0: Is there evidence that the plan/s are tabled at a committee/group? 8.9 If yes to 8.8: Which committee/group? 8.10 If yes to 8.0: Who assisted in the development of the plan/s? 8.11 If yes to 8.0: Is there evidence the workforce know the plan/s exist? 8.12 If yes to 8.0: Outline who the 'owner' is, the clinical lead, where the plans are filed and how often they are reviewed.	Yes; No text box Yes; No text box Yes; No Yes; No Yes; No Yes; No text box text box Yes; No text box				
			6.3.3 Action is taken to increase the effectiveness of clinical handover	Ward & S to S/Pt	Identify the extent of interruptions during clinical handover - view to reduce the number of interruptions during clinical handover	% of shift to shift clinical handovers with >10 interruptions	17.0 What is the number of shift to shift clinical handovers with >10 interruptions? (CH_Patient_Q4.0)  4.0 Record the number of interruptions that occur during the clinical handover process (using the categories below): Patient Hygiene ; Procedures/Observations ; Ward Round ; Other - please list reasons for interruption; Total interruptions	count count count total count	Number of shift to shift clinical handovers with >10 interruptions	Total number of shift to shift clinical handovers audited on the ward/unit		
			Identify the extent of lengthy handovers	Ward & S to S/Pt	Identify the extent to which shift to shift clinical handover starts on time <small>view to improve the % of clinical handover meetings starting on time</small>	% of shift to shift clinical handovers that took longer than 20mins	11.0 What is the number of shift to shift clinical handovers with delayed start? (CH_Patient_Q1.4) 18.0 What is the number of shift to shift clinical handovers that took longer than 20mins? (CH_Patient_Q1.5)	time in text box time in text box time in text box	Number of shift to shift clinical handovers that took longer than 20mins	Total number of shift to shift clinical handovers audited on the ward/unit		
							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 5 mins late? (actual start is > 5 mins after planned start) 1.5 Total shift to shift clinical handover time: (actual finish - actual start)	Yes; No time in text box	Number of shift to shift clinical handovers with delayed start (delay = actual start time is > 5mins after planned start time)	Total number of shift to shift clinical handovers audited on the ward/unit		
			Identify if the facility has undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents	Facility	Identify if the ward/unit has undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents	% of wards/units that have undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents	6.0 Is there evidence that the facility (or at service level) has undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents? 6.1 If yes: Give details of the quality improvement activities, when these were undertaken and the outcome/s.	Yes; No text box				
							15.0 What is the number of wards/units that have undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents? (CH_Ward_Q10.0) 15.1 Collate information on details of the improvement activities. (CH_Ward_Q10.1)	Yes; No Insert text box	Number of wards/units that have undertaken Quality Improvement activities to prevent clinical handover incidents	Total number of wards/units audited		
			Identify if the ward/unit has undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents	Ward	Identify if the ward/unit has undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents	% of wards/units that have undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents	10.0 Is there evidence that the ward/unit has undertaken Quality Improvement activities to prevent shift to shift clinical handover incidents? 10.1 If yes: Give details of the quality improvement activities, when these were undertaken and the outcome/s.	Yes; No Insert text box				
							AS PER 6.3.1 and 6.3.2					
			6.4 Implementing a robust facility wide system of reporting, investigation and change management to respond to any clinical handover incidents	Facility	6.4.1 Regular reporting, investigating and monitoring of clinical handover incidents is in place	Identify if the facility has a structured investigation process for clinical incidents relating to shift to shift clinical handover	Evidence of a structured investigation process for clinical incidents relating to shift to shift clinical handover	4.0 Is there evidence that the facility (or at service level) has an incident management system for reporting, investigating and analysing shift to shift clinical handover incidents? 4.1 If yes: Outline the system eg. PRIME 4.2 If yes to 4.0: Is this regularly monitored? 4.3 If yes to 4.2: when and by whom? 4.4 If yes to 4.0: Are reports developed using data in the system? 4.5 If yes to 4.4: Are the reports used to identify frequency and gaps? 4.6 If yes to 4.4: Are the reports tabled at a governance committee/group for review? 4.7 If yes to 4.6: Which governance committee/group?	Yes; No text box Yes; No text box Yes; No text box			
AS PER 6.1.1, 6.1.2 and 6.1.3												
6.4.2 Action is taken to reduce the risk of adverse clinical handover incidents	Ward	Identify if the ward/unit incorporates shift to shift clinical handover policies / procedures / guidelines in the orientation process	Identify if the ward/unit incorporates shift to shift clinical handover policies / procedures / guidelines in the orientation process	Evidence of shift to shift clinical handover policies / procedures / guidelines in staff orientation processes	9.0 Is there evidence that the ward includes shift to shift clinical handover policy / procedure / guidelines in the staff orientation process? 9.1 If yes: Outline when/how/who this is undertaken in the orientation process	Yes ; No insert text box						
Patient and carer involvement in clinical handover	Health service facilities establish mechanisms to include patients and carers in clinical handover processes.	6.5 Developing and implementing mechanisms to include patients and carers in the clinical handover process that are relevant to the healthcare setting	6.5.1 Mechanisms to involve a patient and, where relevant, their carer in clinical handover are in use	Ward & S to S/Pt	Identify the extent to which patients have appropriate/minimum documentation at time of shift-to-shift clinical handover	% patients/carers with general observations documentation at time of shift to shift clinical handover	22.0 What is the number of patients/carers with general observations documentation at time of shift to shift clinical handover? (CH_Patient_Q5.3) 5.3 Does the patient/carer have general observations documented at time of shift to shift clinical handover?	Yes ; No ; NA	Number of patients with general observations documentation at time of shift to shift clinical handover	Total number of patients audited in shift to shift clinical handover on the ward		
			Identify the extent to which a bedside safety scan is performed in the shift to shift clinical handover process	Ward & S to S/Pt	Identify the extent to which a bedside safety scan is performed in the shift to shift clinical handover process	% of patients/carers where a bedside safety scan was performed during the clinical handover process	19.0 What is the number of patients where a bedside safety scan was performed during the clinical handover process (CH_Patient_Q5.0) 5.0 Was a bedside safety scan performed at the time of shift to shift clinical handover?	Yes ; No	Number of patients where a bedside safety scan was performed during the clinical handover process	Total number of patients audited in shift to shift clinical handover on the ward		
			Identify the extent to which patients are greeted prior to the commencement of shift to shift clinical handover	Ward & S to S/Pt	Identify the extent to which patients are greeted prior to the commencement of shift to shift clinical handover	% of patients/carers that are greeted at the commencement of the shift to shift clinical handover	20.0 What is the number of patients/carers that are greeted at the commencement of the shift to shift clinical handover? (CH_Patient_Q5.1) 5.1 Was the patient/carer greeted on the commencement of shift to shift clinical handover?	Yes ; No	Number of patients that are greeted at the commencement of the shift to shift clinical handover	Total number of patients audited in shift to shift clinical handover on the ward		
			Identify the extent to which oncoming staff are introduced to the patient at the commencement of shift to shift clinical handover	Ward & S to S/Pt	Identify the extent to which oncoming staff are introduced to the patient at the commencement of shift to shift clinical handover	% of patients/carers that had oncoming staff introduced in shift to shift clinical handover	21.0 What is the number of patients/carers who were introduced to oncoming staff in shift to shift clinical handover? (CH_Patient_Q5.2) 5.2 Was the patient/carer introduced to oncoming staff on the commencement of shift to shift clinical handover ?	Yes ; No	Number of patients that had oncoming staff introduced in shift to shift clinical handover	Total number of patients audited in shift to shift clinical handover on the ward		
			Identify the extent to which patients have shift to shift clinical handover documented in the chart	Ward & S to S/Pt	Identify the extent to which patients have shift to shift clinical handover documented in the chart	% of patients/carers that had shift to shift clinical handover documented (chart)	23.0 What is the number of patients/carers that had shift to shift clinical handover documented (chart)? (CH_Patient_Q5.4) 5.4 Does the patient/carer have evidence of shift to shift clinical handover documented in the chart?	Yes ; No	Number of patients that had shift to shift clinical handover documented (chart)	Total number of patients audited in shift to shift clinical handover on the ward		
			Identify the extent that patients are involved in shift to shift clinical handover	Ward & S to S/Pt	Identify the extent that patients are involved in shift to shift clinical handover	% of patients/carers involved in shift to shift clinical handover at the bedside	24.0 What is the number of patients/carers involved in shift to shift clinical handover at the bedside? (CH_Patient_Q5.5) 5.5 Was the patient/carer involved in shift to shift clinical handover?	Yes ; No ; NA	Number of patients involved in shift to shift clinical handover at the bedside	Total number of patients audited in shift to shift clinical handover on the ward		

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.



Criteria	Rationale	This criterion will be achieved by:	Actions required	Audit Tool	Goal	Indicator	Question on Audit Tool	Response options	Numerator	Denominator	Exclusions
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Please email Patient Safety and Quality Improvement Service on [PSQIS\\_Comms@health.qld.gov.au](mailto:PSQIS_Comms@health.qld.gov.au) for feedback or comments.

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