

Beaumont®

Subject HAND-OFF COMMUNICATION		No. I.C.27	Page 1 of 2
Content Expert/Coordinating Department(s) CCU/OBS ANM		Prior Issue Date 8/11	Issue Date 11/13

Policy
Hand-off communication will occur when responsibility for a patient transitions from one caregiver to another. This hand-off includes the opportunity for questions and verification between the giver and receiver of patient information. Patient information may include print or electronic data about a patient's care, treatment and services, current condition and any recent or anticipated changes.

Procedure

1. A standardized process of information transfer is used for each type of hand-off communication.
2. The interactive communication includes the opportunity for questioning between the giver and receiver of patient information.
3. Minimum content in each process includes:
 - Up to date information regarding the patient's care, treatment and services
 - Patient condition
 - Any recent or anticipated changes
4. The process includes an opportunity for the receiver of the information to review relevant patient historical data, which may include previous care, treatment and services.
5. The process includes "verification of the received information" including repeat-back or read-back as appropriate (ex. phone communication).
6. The "Transport/Hand-Off Tool" #8954, is to be used each time the patient is transported from one location to another when this transport is NOT done by an RN.
7. If medications are being transported with the patient, an RN must be sending and receiving the medication.
8. A technique such as SBAR may be used to facilitate communication when appropriate (i.e. nurse to physician communication, nurse to nurse report, interdisciplinary communication).

TYPE OF HAND-OFF COMMUNICATION

	Type of Hand-Off	Communication Method	Form Used for Report
Facility to Facility	Transfer to another hospital, ECF	Written, Verbal	Transfer Form, Triplicate Form
	External Home Care Agencies	Written, Verbal	Home Care Transfer
	Internal Home Care Agency	Liaison Visits, Verbal	No
Dept. to Dept.	ED to Nursing Unit	Electronic	No
	ED to Critical Care Unit	Verbal	No
	Critical Care Unit to Other Units	Verbal	No
	Med Surg Unit to Med Surg Unit	Verbal	No
	PACU to Nursing Units	Verbal	No
	Nursing Units to Diagnostics	Written, Verbal (as indicated)	Transport Hand-Off Tool
	Nursing Unit to Surgery	Written, Verbal (as indicated)	Transport Hand-Off Tool
	Diagnostics to Nursing Units	Written, Verbal (as indicated)	Transport Hand-Off Tool
	Critical Care Unit to Diagnostics	Verbal (Nurse Accompanies)	No
	Dialysis Suite to Unit	Verbal	No
	Wound Care Suite to Unit	Verbal	No
	"Specials" in Radiology to Unit	Verbal	No
	Myelogram to Unit	Verbal	No
	Temporary Shift Relief	Verbal	No
Shift to Shift/ Lunch/ Breaks	Nursing Units	Verbal, Written	Shift Report Sheet Assignment Sheet

GROSSE POINTE – NURSING POLICY AND PROCEDURE MANUAL

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SBAR

S	<u>Situation:</u> What is going on with the patient? <ul style="list-style-type: none"> • Giver of information: name, credential and location • Identify patient • Identify ordering or attending physician • Reason for communication: chief complaint, reason for admission, problem
B	<u>Background:</u> What is the clinical background or context? The giver and receiver of information will decide what is pertinent to the situation. The information may include but is not limited to: <ul style="list-style-type: none"> • Medical history • Code status • Isolation status • Family or significant other status • Review of systems • Mental status, ability to give consent • Cultural, language, hearing, visual, cognitive barriers • Mobility status • Height/weight • Vital signs • Catheters, tubes, drains • Pain: location, scale • Oxygen amount and delivery mode • I and O • Abnormal tests, including labs • Medication including current IV's • Allergies
A	<u>Assessment:</u> What do you think the problem or situation is? <ul style="list-style-type: none"> • Give your conclusions about the present situation
R	<u>Recommendation:</u> What is your recommendation or what do you want? <ul style="list-style-type: none"> • Pending tests • Suggestions or requests • Physicians orders • Anticipated changes in conditions

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