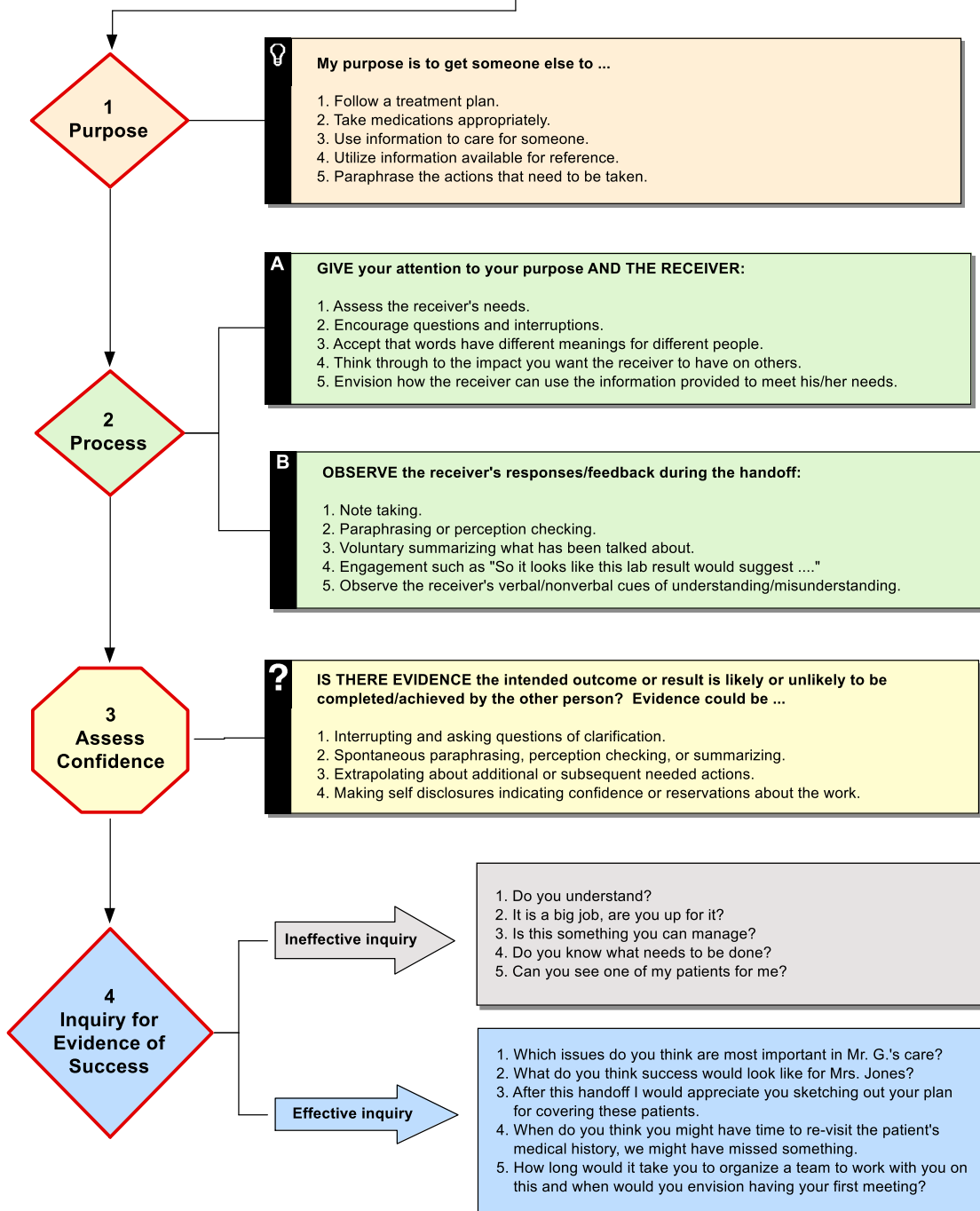# Raising the Bar on the Handoff

Handoff Flowchart

Part 2: Sequence/Flow for Creating and Implementing an Effective Handoff.

**I want to communicate with you because
I want you to be able to do something, to achieve an outcome or result.**

(An effective handoff is Intended to accomplish something in the other person; **success is measured by outcome.**)

1 Purpose

My purpose is to get someone else to ...

1. Follow a treatment plan.
2. Take medications appropriately.
3. Use information to care for someone.
4. Utilize information available for reference.
5. Paraphrase the actions that need to be taken.

2 Process

A

GIVE your attention to your purpose AND THE RECEIVER:

1. Assess the receiver's needs.
2. Encourage questions and interruptions.
3. Accept that words have different meanings for different people.
4. Think through to the impact you want the receiver to have on others.
5. Envision how the receiver can use the information provided to meet his/her needs.

B

OBSERVE the receiver's responses/feedback during the handoff:

1. Note taking.
2. Paraphrasing or perception checking.
3. Voluntary summarizing what has been talked about.
4. Engagement such as "So it looks like this lab result would suggest ...."
5. Observe the receiver's verbal/nonverbal cues of understanding/misunderstanding.

3 Assess Confidence

?

IS THERE EVIDENCE the intended outcome or result is likely or unlikely to be completed/achieved by the other person? Evidence could be ...

1. Interrupting and asking questions of clarification.
2. Spontaneous paraphrasing, perception checking, or summarizing.
3. Extrapolating about additional or subsequent needed actions.
4. Making self disclosures indicating confidence or reservations about the work.

4 Inquiry for Evidence of Success

Ineffective inquiry

1. Do you understand?
2. It is a big job, are you up for it?
3. Is this something you can manage?
4. Do you know what needs to be done?
5. Can you see one of my patients for me?

Effective inquiry

1. Which issues do you think are most important in Mr. G.'s care?
2. What do you think success would look like for Mrs. Jones?
3. After this handoff I would appreciate you sketching out your plan for covering these patients.
4. When do you think you might have time to re-visit the patient's medical history, we might have missed something.
5. How long would it take you to organize a team to work with you on this and when would you envision having your first meeting?

*"**Checking for grasping** needs to be a part of every handoff."* ™