

SFHCHS126

Conduct handover between healthcare personnel



Overview

This standard involves communicating and sharing information when conducting a handover between healthcare personnel. This could take place at the end of a shift or when individuals are transferred to other locations for further assistance, treatment or care. The handover may be conducted in a face-to-face situation, via telephone and/or in writing.

Users of this standard will need to ensure that practice reflects up to date information and policies.

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Performance criteria

You must be able to:

- P1 identify and contact the personnel who need to attend the handover
- P2 ensure that emergency cover is available if required during the handover period
- P3 conduct the handover within working hours for all staff
- P4 conduct handover in an easily accessible and appropriate location, where distractions are kept to a minimum
- P5 conduct handover in a detailed yet concise manner, using a predetermined format and structure to ensure that information is exchanged correctly
- P6 provide verbal information regarding any patients, with potential problems, who need regular review and modified care plans
- P7 provide written or IT based information regarding:
 - P7.1 every individual currently receiving treatment, care or another service, and their location
 - P7.2 accepted and referred patients waiting for assessment, their order of priority, their location and to whom they have been referred
 - P7.3 operational matters, directly relevant to clinical care such as bed availability
 - P7.4 patients whose 'early warning scores' (where in use) are deteriorating
 - P7.5 any additional information that should be recorded
- P8 confirm with colleagues who are receiving handover that they have understood the information provided, and clarify any resulting queries or concerns
- P9 ensure that all written, IT based and verbal communication conducted during handover maintains patient confidentiality and complies with good practice and data protection legislation and guidance

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Knowledge and understanding

You need to know and understand:

- K1 the current legislation, guidelines, best practice and local policies and protocols with regard to handover, and how this affects your role and responsibilities
- K2 the policies and guidance which clarify your scope of practice and the relationship between yourself and other members of staff in terms of delegation and supervision
- K3 your role and the importance of working within your own sphere of competence
- K4 the roles and responsibilities of other team members
- K5 your professional code of conduct and professional scope
- K6 the importance of clear and effective two-way communication within teams
- K7 the importance of the multi-disciplinary handover in ensuring that all groups of staff are updated with current patient information
- K8 the importance of maintaining daily involvement of senior clinicians in the handover process, in order to ensure that correct management decisions are made
- K9 the importance of having good IT and communications systems in place to enable and facilitate handover.
- K10 the positive impact that effective handover can have for patients and for the workforce
- K11 the importance of recording information clearly, accurately and in a systematic manner
- K12 the types of information that must be recorded in relation to handover
- K13 principles, practices and methods of effective communication, constraints to effective communication and how they can be overcome

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Additional Information

External links

This standard links with the following dimension within the NHS Knowledge and Skills Framework (October 2004):

Dimension: Core 1 Communication

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