

SAFETY PRACTICE

INFORMATION TRANSFER

LET'S KEEP PATIENTS SAFE: MAKE SURE THE RIGHT PATIENT CARE INFORMATION IS SHARED WITH THE NEXT PROVIDER, PATIENT & FAMILY

*See your site/program policy, procedure or guideline

Note: Patient/Client/Resident used interchangeably

Prevent Patient Harm

All health care providers communicate important patient care information at care transition to the next provider, patient & family.

Information Transfer

- Patient care information is shared with the next provider at care transitions
- Care transitions include a change in health care team members or location of care services
- The information shared is documented
- Your patients & families also get information needed to support their care

Examples of Transitions /Handovers

- Admission
- Site to site (e.g.: hospital to hospital)
- Unit to imaging
- Surgery to O.R
- Hospital discharge to home care
- Hospital discharge to primary care
- Shift to shift

Common Types of Information Shared

- Patient name/identifier
- Reason for handover
- Allergies
- Diagnoses
- MedRec
- Surgery/procedure status
- Risk assessments
- Test results
- Patient education
- Advanced directive
- Patient goals
- Follow-up care



Common Tools Used

- Policy or guideline
- Bedside and shift reports
- Check lists or transfer forms
- Patient discharge/ follow-up materials
- SBAR (situation, background, assessment & recommendation)

Evaluation

Sites/programs regularly evaluate their information transfer practices, make needed improvements, & keep staff members informed of changes.

Need more information?

Contact your coordinator /supervisor /manager or quality safety lead.