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# **5 KEY AREAS OF CLINICAL HANDOVER**

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Clinical Handover needs to involve multiple levels of communication

Clinical handover processes should be regular reviewed and audited.

Simple strategies can be implemented by a service to ensure positive patient outcomes when communicated relevant information about the patient and current healthcare needs.

## **1 – Reviewing your clinical handover policies, procedures and protocols.**

Your clinical handover policies, procedures and protocols need to be reviewed on a yearly basis at minimum.

Through the use of the correct audit tools and peer reviews which match your policies, you will be able to maintain effective clinical handover on a daily basis.

## **2 - Reviewing the Patient Journey.**

The patient journey will outline each element of clinical handover and give the service insight into where formal clinical handover occurs and needs to be documented.

This process will also support the clinical Handover framework you utilise to ensure it meets the needs of your service.

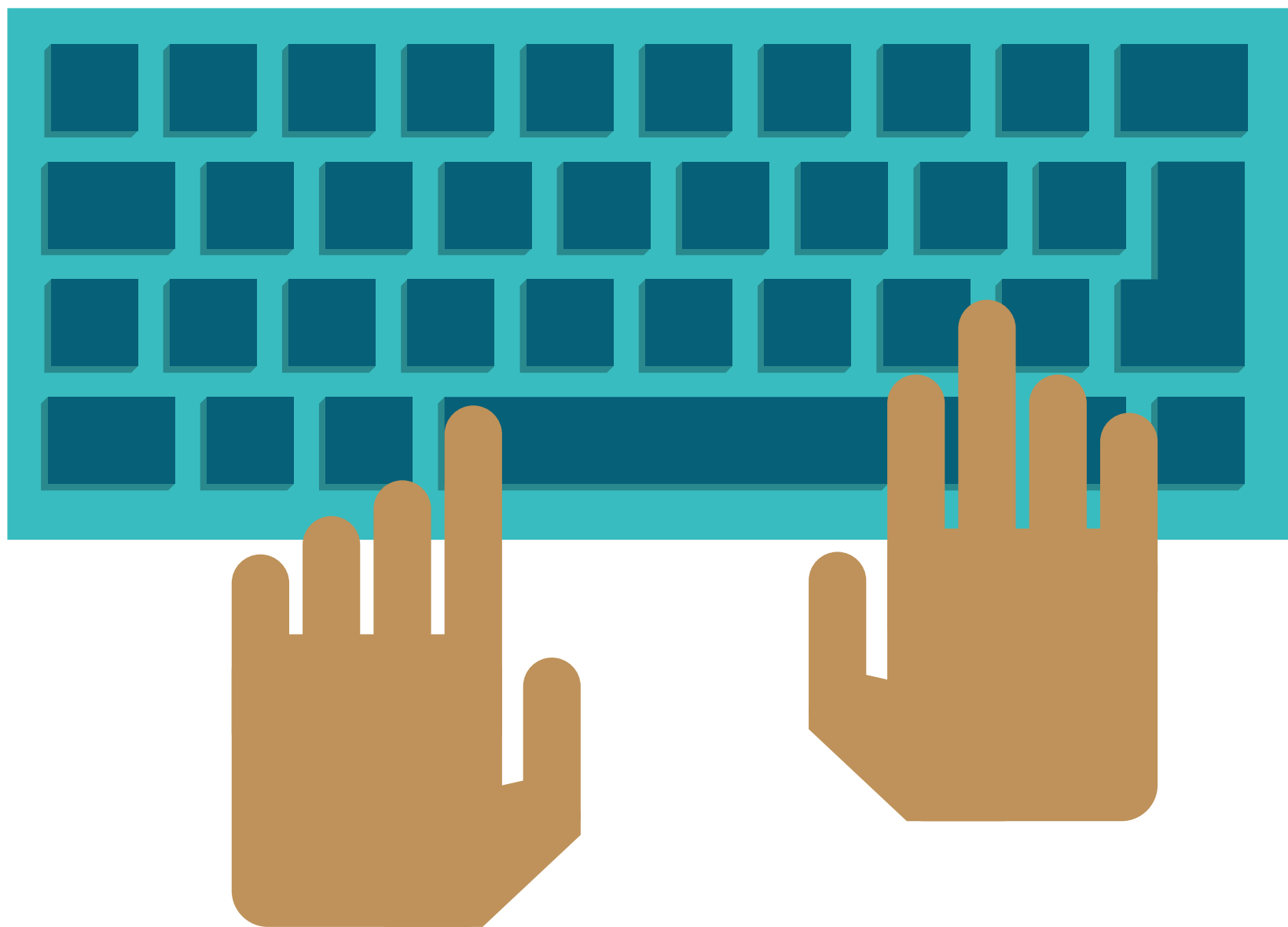


### 3 - Promote Clinical Handover.

Strategically placing clinical handover signage throughout the service where clinical handover may occur is a positive step to ensuring a subtle reminder system for staff and patients.

A review of clinical documentation systems can also support clinical handover notifications for staff.

The promotion of audit results will give staff and your consumers an insight into the clinical handover performance of the service.



## 4 – Staff orientation and training in Clinical Handover

It is essential to orientate staff into the service and include Clinical Handover processes within the orientation.

On-going training in clinical handover should also be implemented to provide an avenue to review trends, update staff and review case studies promoting the importance of effective clinical handover.



## 5 – Involving the Patient

The patient should be involved in clinical handover where possible, either to assist with providing information or confirming current information such as allergies and current treatment.

Clinical handover provides clinicians with information, however the more information the patient receives about their care, the more involved they can be.