The **Communicating for Safety**Standard aims to ensure that there is effective communication between patients, carers and families, multi-disciplinary teams and clinicians, and across the health service organisation, to support continuous, co-ordinated and safe care for patients.

Questions and Tasks - please circle response Department: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

| **Question and Tasks** | **Staff 1 Answer** | **Staff 2 Answer** | **Staff 3 Answer** |
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| **What are the approved patient identifiers used at Western Health?**  Answer:   * Patient’s Full name * Date of Birth * UR number * Address * Medicare Number or DVA Number | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **How do you verify the correct person, procedure and site information?**  Answer:   * Approved points of identification   *Full name, DOB, UR number, Address, Medicare Number or DVA Number*   * Correct patient identification prior to treatment – verbally ask the patient (use interpreter if required) * Wearing of ID bands * Correct identification in Handover * Patient identification on all documents * Consent – side/site, procedure | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **When should clinical handover occur?**  Answer:   * Between shifts of Clinical staff * During transfer between units, treating teams, departments or wards * When the patient is discharge to the community * When the patient goes to another site * During meal times | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  / Incorrect Response |
| **How is handover structured in your area? Do you know what the ISBAR principle is, what it stands for and when to use it?**  Answer:   * Follow ISBAR for clinical handover * This helps the giver ensure they are communicating all essential information and the receiver to be confident that they are getting all required information. * I – Identity * S – Situation * B – Background * A – Assessment * R – Requests/Recommendations * ISBAR must be used every handover – e.g   *Patients who have recently or may deteriorate*  *Outstanding issues requiring follow-up*  *Patients who require clinical review*  *Possible patient transfer/movements*  *Patients who exhibit clinical risks (falls, pressure risks) or behavior of concern* | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **How do you ensure accountability for care is agreed upon and transferred during handover?**  Answer:  Both giver (s) and receiver (s) of information must   * Check the receiver’s understanding of the key issues is correct and ensure there is agreement on any outstanding actions/ tasks or follow-up required, and an agreed transfer of accountability and responsibility for ongoing care * If there is not agreement on these, the issue should be escalated to a more senior member of the team * Comprehensive handover to the relevant health care professionals (Residential care facilities, community nurses, GP’s) upon discharge is mandatory * The discharge plan for a patient needs to be adequately communicated to all members of the care teams and documented in the medical record. | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **How are patients and carers involved in handover?**  Answer:   * Involve and encourage patient-centered decision-making and care at Bedside Handover * Use Communication Board * Patient and carer’s need to be up to date regarding patient’s discharge plan | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |
| **Can you tell me how your area has improved and how it manages communicating for safety?**  Answer:  Ward specific – provide examples | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response | Correct Response  /  Incorrect Response |

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| **WHAT CAN YOU SEE?** |  |
| * Communication Boards are up-to-date | Yes/No |
| * Staff are wearing visible name badge | Yes/No |
| * Patients are wearing ID wristbands | Yes/No |

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| **COMMENTS:** |