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:** |