

Improving Clinical handover Seminar

Alphabet Soup Summary

□ The PASSION and RESILIENCE of the BOSS, CHERRi ISBAR, the charge nurse of CCU and her PAL, HOMER HALT the cardiologist (who is on the board of ACSQHC, CEC, AMA and AVANT and visits the local RACF), drove them, as CHAMPIONS of CHANGE, to convince the health service administrators, that Clinical Handover was CORE business.

❑ Using a TOP DOWN approach they argued that CULTURAL change to a HIGH RELIABILITY CULTURE based on TRUST and TEAM WORK was the top priority

□ They proposed

- commitment and an integrated approach by all health professionals
- allocation of adequate and quarantined rostered time and the BLUE ROOM, for handover
- empowering the patients to drive their own health care with national web-based online access to their own medical record using a STAFF & TOKEN log-on system.

They requested funding to

- establish hardware and software to support an ELECTRONIC CLINICAL HANDOVER tool, incorporating TOA, STEPPS, iCM, IIMS, iSOFT, TREND CARE and eHSGR to be called CHERRY-RIPE or should it be, after November 24th CHERRY RUDD??

They also requested funding to

- cover costs for them to attend the next CHANGE CHAMPIONS international meeting on Clinical Handover at the OASIS Resort, Monaco to coincide with the F1 Grandprix as special guests of Ferrari, with side trips to Oxford, UK and Hamilton , Ontario, Canada.

□ The take home message:

**JUST DO IT FOR PATIENT
SAFETY !**