Improving clinical handover: sharing the lessons learnt

Seminar Handbook

25-26 October 2007
Doltone House
Jones Bay Wharf, Piers 19-21
Pirrama Road Pyrmont Point, Sydney, NSW

Seminar Aims:

- Highlight systems, strategies and structures that have resulted in improvements to the efficiency and effectiveness of clinical handover.
- Showcase best practice approaches, clinical practice improvement projects and models for clinical handover where improvements in quality and safety of patient care have been demonstrated.
- Share the lessons learnt from innovations and projects that have been implemented to improve clinical handover.

CHANGE CHAMPIONS

Change Champions delivers practical, high quality toolkit seminars that showcase solutions for healthcare service delivery challenges.

Our commitment is to support leadership, innovative thinking, creativity and the sharing of great ideas in healthcare delivery.

Change Champions P/L
PO Box 668
The Junction NSW
Phone: 02 4963 5150
Fax: 02 4963 6656
Email: changechampions@bigpond.com
Web: www.changechampions.com.au
Core Medical Solutions was founded by clinicians, with the aim of developing the Total Clinical Solution, a suite of healthcare applications that provide clinicians with the information they need to complete their daily tasks, in the form that they need it for their style of practice.

Our solutions in electronic handover, order entry, results review, medical records management and health messaging are world leading, improving the efficiency and responsiveness of health care delivery.

We are dedicated to delivering the highest quality solutions for modern health information management. Our longstanding relationship with Barwon Health, working with key clinicians, has led to the development of The BOSS clinical handover system, a proven solution, improving the quality of clinical handover in the hospital environment.
Thursday 25 October 2007

Session 1  Safety, Quality and Handover

Chair: A/Prof Ian Scott, Director, Internal Medicine, Princess Alexandra Hospital, QLD

8.30-8.35 Welcome and Housekeeping
Char Weeks
Managing Director
Change Champions P/L

8.35-9.15 Opening address
Clinical handover – winning at Tetris?
Prof Chris Baggoley
Acting Chief Executive
Australian Commission on Safety and Quality in Health Care

9.15-9.50 Staff and Token – an old or new solution?
Prof Clifford Hughes
Chief Executive Officer
Clinical Excellence Commission, NSW

9.50-10.20 Principles of safe transfer of care in Obstetrics and Gynaecology
with some horror examples
Dr Peter Henderson
Medical Advisor (QLD)
Avant Mutual Group Ltd

10.20-10.45 How to Build Resilience within Clinical Handover
Dr Shelly Jeffcott
Senior Research Fellow
NHMRC Centre for Research Excellence in Patient Safety
Department of Epidemiology and Preventative Medicine
Monash University, VIC

10.45-11.00 Questions to speakers

11.00-11.30 Morning Tea
## Thursday 25 October 2007

### Session 2  Strategies to Improve Handover

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speakers</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.30-11.50</td>
<td><strong>Shift to shift handover - transforming an entrenched practice and sustaining the change</strong>&lt;br&gt;Margaret Walker&lt;br&gt;Project Manager, Division of Surgical &amp; Specialty Services&lt;br&gt;Flinders Medical Centre, SA</td>
<td>Margaret Martin&lt;br&gt;Deputy Director, Division of Surgical &amp; Specialty Services&lt;br&gt;Flinders Medical Centre, SA</td>
</tr>
<tr>
<td>11.50-12.10</td>
<td><strong>Passing the Buck: Clinical Handover- the Redcliffe Experience</strong>&lt;br&gt;Dr Elissa Taylor&lt;br&gt;Resident Medical Officer&lt;br&gt;Redcliffe Hospital, QLD</td>
<td>Christina Kapitsalas&lt;br&gt;Patient Safety Officer, Redcliffe Hospital, QLD</td>
</tr>
<tr>
<td>12.10-12.30</td>
<td><strong>Developing and implementing new clinical communication practices: changing the nursing handover</strong>&lt;br&gt;Dr Jennifer Hardy, Senior Lecturer, School of Nursing (NSW &amp; ACT), Australian Catholic University Visiting Nursing Research Fellow, St Vincent's Hospital, Sydney, NSW</td>
<td>Gerard Hyde&lt;br&gt;Nurse Manager, Professional Practice &amp; Support&lt;br&gt;St Vincent’s and Mater Health, Sydney, NSW&lt;br&gt;Teresa Howarth&lt;br&gt;Project Officer, Strategy &amp; Business Development&lt;br&gt;St Vincent’s and Mater Health Sydney, NSW</td>
</tr>
<tr>
<td>12.30-12.50</td>
<td><strong>The Medical Morning Handover Meeting-format and evaluation in a Regional Teaching Hospital in Tasmania</strong>&lt;br&gt;Dr Terry Hannan&lt;br&gt;Department of Medicine, Launceston General Hospital, TAS&lt;br&gt;School of Medicine, University of Tasmania</td>
<td>Dr S Bollipo and Prof R Fassett&lt;br&gt;Department of Medicine, Launceston General Hospital, TAS&lt;br&gt;School of Medicine, University of Tasmania</td>
</tr>
<tr>
<td>12.50-13.05</td>
<td><strong>Questions to speakers</strong></td>
<td></td>
</tr>
<tr>
<td>13.05-14.00</td>
<td><strong>Lunch</strong></td>
<td></td>
</tr>
</tbody>
</table>
**Thursday 25 October 2007**

**Session 3  Improving Handover Processes**

<table>
<thead>
<tr>
<th>Time</th>
<th>Title</th>
<th>Speaker(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>14.00-14.20</td>
<td>Improving Patient Care by a Structured Clinical Handover System</td>
<td>Dr Margaret Sanger, Director of Medical Services, Concord Hospital, NSW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Breda Doyle</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Clinical Quality and Risk Manager</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Concord Hospital, NSW</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Thomson G, Burke R, Clarke S, Concord Hospital, NSW</td>
</tr>
<tr>
<td>14.20-14.40</td>
<td>Introducing the “PAL” (Patient Action List)</td>
<td>Dr Michael Bassett</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Senior Critical Resident</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Southern Health, VIC</td>
</tr>
<tr>
<td>14.40-15.00</td>
<td>Saying less, but meaning more</td>
<td>Gillianne Meek</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Associate Director of Nursing, Medical and Diagnostic Services</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Lakes District Health Board, NZ</td>
</tr>
<tr>
<td>15.00-15.15</td>
<td>Questions to speakers</td>
<td></td>
</tr>
<tr>
<td>15.15-15.40</td>
<td>Afternoon tea</td>
<td></td>
</tr>
</tbody>
</table>
**Thursday 25 October 2007**

**Session 4  E-Handover**

<table>
<thead>
<tr>
<th>Time</th>
<th>Session Title</th>
<th>Speakers</th>
</tr>
</thead>
</table>
| 15.40-16.10| **Electronic Handover – A Working Example**                                 | Dr James Pollard  
Senior Medical Registrar  
Deputy Chief Resident  
Barwon Health, VIC                                                |
| 16.10-16.30| **Designing and implementing an electronic clinical handover system: a user-centred socio-cultural technical integrated approach** | Ming Chao Wong  
Researcher, eHealth Services and Research Group, School of Information Systems  
University of Tasmania, TAS |
|            |                                                                             | A/Prof Paul Turner  
Director, eHealth Services and Research Group, School of Information Systems  
University of Tasmania, TAS |
|            |                                                                             | Dr Kwang Chien Yee  
Researcher, eHealth Services and Research Group, School of Information Systems, University of Tasmania, TAS  
Gastroenterology, Registrar, Royal Hobart Hospital, TAS |
| 16.30-16.50| **Developing a computerised handover system to communicate reliable, relevant information** | Jenelle Matic  
University of Western Sydney  
Campbelltown Hospital, NSW |
|            |                                                                             | Dr Yenna Salamonson, University of Western Sydney and Campbelltown Hospital, NSW |
|            |                                                                             | A/Prof Patricia Davidson, University of Western Sydney  
Sydney West Area Health Service Nursing Research Unit, NSW |
|            |                                                                             | Prof John Daly, University of Western Sydney, NSW |
| 16.50-17.10| **Wangaratta’s Story**                                                      | Kevin Vaughan  
Northeast Health, Wangaratta, VIC |
|            |                                                                             | Frank Megans  
Deputy Director of Clinical Services  
Nursing Administration  
Northeast Health, Wangaratta, VIC |
| 17.10-17.25| **Questions to speakers**                                                   |                                                                                             |
| 17.25      | **Close**                                                                   |                                                                                             |

**Seminar Dinner**  
19.00 for 19.30  
**Doltone Loft**, Doltone House, Jones Bay Wharf
## Session 5  Reliability and Accountability in Handover

**Chair:** Dr Dianne Ball, Chief Executive Officer  
Australian College of Health Service Executives

<table>
<thead>
<tr>
<th>Time</th>
<th>Event</th>
<th>Speaker</th>
<th>Institution</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.45-8.50</td>
<td>Welcome and Housekeeping</td>
<td>Char Weeks</td>
<td>Change Champions P/L</td>
</tr>
<tr>
<td>8.50-9.20</td>
<td>Clinical Handover: Perspective &amp; Priorities</td>
<td>Dr Kim Hill</td>
<td>Hunter New England Health, NSW</td>
</tr>
<tr>
<td>9.20-10.05</td>
<td>International Perspective</td>
<td>Dr Ken Catchpole</td>
<td>Nuffield Department of Surgery</td>
</tr>
<tr>
<td></td>
<td>Learning to be Reliable: Translation not Transplantation</td>
<td>Dr Kim Alvarado</td>
<td>John Radcliffe Hospital, Oxford, UK</td>
</tr>
<tr>
<td>10.05-10.25</td>
<td>International Perspective</td>
<td>Dr Karen McLean</td>
<td>Henderson General Hospital</td>
</tr>
<tr>
<td></td>
<td>Transfer of Accountability: Advancing Patient Safety</td>
<td>Hamilton Health Sciences, Canada</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Through Shift-to-Shift Communication Standards</td>
<td>Royal Children’s Hospital, VIC</td>
<td></td>
</tr>
<tr>
<td>10.45-11.00</td>
<td>Improving Ward Junior Medical Staff Shift-to-Shift Handover – lessons from home and abroad</td>
<td>Royal Children’s Hospital, VIC</td>
<td></td>
</tr>
<tr>
<td>11.00-11.25</td>
<td>Questions to speakers</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Morning tea</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Friday 26 October 2007

Session 6  Improving Communication

Chair: Fiona Davies, Australian Medical Association

11.25-11.45
A triangulation research approach to understand, evaluate and improve clinical handover: a practical guide
Ming Chao Wong
Researcher, eHealth Services and Research Group, School of Information Systems
University of Tasmania, TAS

Dr Kwang Chien Yee
Researcher, eHealth Services and Research Group. School of Information Systems
University of Tasmania, TAS
Gastroenterology Registrar, Royal Hobart Hospital, TAS

A/Prof Paul Turner
Director, eHealth Services and Research Group, School of Information Systems
University of Tasmania, TAS

11.45-12.05
Safe Handover: Safe Patients
Dr Alex Markwell
Department of Emergency Medicine
Royal Brisbane and Women’s Hospital, QLD
Australian Medical Association

12.05-12.25
A tool for handover between aged care and acute facilities
Dr Wayne Herdy
General Practitioner
Redcliffe-Bribie-Caboolture Division of General Practice, QLD

Sharon Doyle
Aged Care Coordinator,
Redcliffe-Bribie-Caboolture Division of General Practice, QLD

12.25-12.45
Review of nursing shift to shift handover processes at a regional hospital: what we did and what we learnt
Andrew Brown
Project Officer
Wodonga Regional Health Service, VIC

12.45-13.00
Questions to speakers

13.00-13.50
Lunch
## Session 7  Improving Care

**Chair:** TBA

<table>
<thead>
<tr>
<th>Time</th>
<th>Session</th>
</tr>
</thead>
<tbody>
<tr>
<td>13.50-14.10</td>
<td><strong>Applying clinical handover to an out of hours physiotherapy service</strong></td>
</tr>
<tr>
<td></td>
<td>Naomi Haensel, Director, Physiotherapy Department, Royal Adelaide Hospital, SA</td>
</tr>
<tr>
<td></td>
<td>Matthew McInnes, Deputy Director, Physiotherapy Department, Royal Adelaide Hospital, SA</td>
</tr>
<tr>
<td>14.10-14.30</td>
<td><strong>Nursing Clinical Handover: Results and outcomes of an explanatory study of a NSW inpatient mental health rehabilitation service</strong></td>
</tr>
<tr>
<td></td>
<td>Andrea McCloughen, Locum Clinical Nurse Consultant, Cumberland Hospital, Sydney West Area Health Service – Mental Health Network, NSW</td>
</tr>
<tr>
<td></td>
<td>A/Prof Louise O’Brien, Dr Donna Gillies, Caroline McSherry, Cumberland Hospital, Sydney West Area Health Service – Mental Health Network, NSW</td>
</tr>
<tr>
<td>14.50-15.10</td>
<td><strong>Engaging the team improves care</strong></td>
</tr>
<tr>
<td></td>
<td>Dr Alison Mudge, Physician, Royal Brisbane and Women’s Hospital, QLD</td>
</tr>
<tr>
<td></td>
<td>Lisa Mitchell, Nurse Researcher, Royal Brisbane and Women’s Hospital, QLD</td>
</tr>
<tr>
<td></td>
<td>Karen Kasper, Nurse Manager, Projects, Royal Brisbane and Women’s Hospital, QLD</td>
</tr>
<tr>
<td>15.10-15.25</td>
<td><strong>Questions to speakers</strong></td>
</tr>
<tr>
<td>15.25-15.45</td>
<td><strong>Afternoon Tea</strong></td>
</tr>
</tbody>
</table>
Friday 26 October 2007

Session 8  Making the difference that makes the difference

Chair:  TBA

16.05-16.25  Hello can you hear me?  The taped handover
Tracy Wittich
Nursing Unit Manager
Acute and Complex Aged Care
Royal North Shore Hospital, NSW

The Last Word:  Where to from here?

16.05-16.25  The past, the present and the future of clinical handovers and junior doctors: We know the future but how do we get there?
Dr Kwang Chien Yee
Research Fellow, eHealth Service and Research Group,
School of Information Systems, University of Tasmania
Gastroenterology Registrar, Royal Hobart Hospital, TAS

16.25-16.40  Questions to speakers

16.40  Close