

## Protocol for handovers/transfer of patient care

Effective transfers of patient care are dependent upon the ability of both parties to give and receive information to optimize patient safety. By recognizing and removing barriers to effective transfer of care we can ensure that caregivers have the information they need to take care of patients and minimize errors. First, "cultural" barriers must be overcome. This group of issues includes making transfer of care a high priority involving the full attention of the involved caregivers, who are communicating verbally, and "ownership" of both caregivers for the welfare of the patient. Second, "communication" must be complete, and verbal, with written backup, involving language that is specific, not general, to describe the patient's condition. Third, "environmental" barriers must be eliminated to allow for effective handovers, including time pressure, multitasking, distractions, and poor telephone connections. All inpatients and active outpatient concerns are communicated to the call team. Chief residents sign out to each other every day.

Educational reference: AAMC, <https://www.mededportal.org/publication/8331>: "Handoffs: A Typical Day on the Wards."