

EPA 7: Provide and receive the handover in transitions of care.

Pre-entrustable

When providing handover, the learner

- Delivers variable information from patient to patient, not following a consistent structured handover template for verbal communication
- Omits key components, such as severity of illness in the handover information
- Does not completely update electronic handover tools
- Transmits erroneous information about patients
- Does not appropriately emphasize key points
- Does not use closed-loop communication to verify that the receiver of information has understood
- Does not question the timing of a handover in conditions where it would not be appropriate

When receiving handover, the learner:

- Receives information passively without asking clarifying questions
- Does not use closed-loop communication to verify important information
- Does not accept responsibility for the transfer of care

Entrustable

When providing handover, the learner

- Conducts handover communication that minimizes known threats to transitions of care (e.g., by ensuring to engage the listener, avoiding distractions)
- Documents and updates an electronic handover tool
- Follows a structured handover template for verbal communication
- Provides succinct verbal communication that conveys, at a minimum, illness severity, patient demographics and wishes regarding care, a concise medical history, current problems and issues, pertinent and/or pending laboratory, radiological and other diagnostic information, situation awareness, action planning, anticipatory guidance and upcoming possibilities and contingency planning
- Demonstrates respect for the patient's privacy and confidentiality
- Questions the timing of handover and discusses appropriate actions with team

When receiving handover, the learner:

- Provides feedback to the transmitter to ensure informational needs are met
- Asks clarifying questions
- Repeats the information just communicated to ensure closed-loop communication
- Communicates with the health care team and patient (family/ caregiver/ advocate) that the transition of responsibility has occurred
- Elicits feedback about the most recent handover communication when assuming primary responsibility for the patient
- Accepts responsibility for required care until responsibility is transferred to another team member
- Demonstrates respect for the patient's wishes regarding their care, privacy and confidentiality