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25.06.2010, Handover meeting, Utrecht, The Netherlands
ToolBox?
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- "Actually just a checklist and a course design."
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- “An e-learning environment like BlackBoard so that students can study at any time.”
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- “An e-learning environment like BlackBoard so that students can study at any time.”
- “Something that creates an e-learning course when exporting the collected content.”
- “An awareness raising medium to disseminate importance of handover training; the toolbox is the actual intervention.”
ToolBox?
Some answers

Kaptain Kobold
http://www.flickr.com/photos/kaptainkobold/3203311346/
Some answers

Target group

- Training specialists for handover procedures in the EU
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Required functionalities

- Communication facilities
- Repositories for documents (literature, articles, training designs, role games)
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Objectives

- Stage of concern: Awareness raising for handover issues -> Responsibility for hands-on practice in the work setting (Student -> Senior staff)
- Cultural differences in Europe
- The role of medical professionals in handover situations
More answers
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After analysis of 36 interviews with training specialists and 94 questionnaires with medical professionals from 5 different European countries
More answers

we found these experts (personas)
More answers

Maria, Barcelona, ES
Coordinator of continuous education institute

“People often think, that it is training in handover that is the major issue. It is not. We need to put necessary structure, regulations, guidelines policy, and tools in place. We need to create a culture of handover.”
More answers

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Surgery Department

“There is no information flow between hospital and GPs. Thus, you need to improve handover practice from a system perspective and afterwards train people to these standards and objectives.”
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Dirk, Nijmegen, NL
medical professional

“Handover is a very important topic and badly addressed in practice, thus promoting of good handover practices is most important.”
Use case scenario

Student / Trainer

Handover information

- Handover glossary
- Learn about Handover / training
- Look at best practices
- Role games, simulations
- Awareness raising procedures
- Workshop designs
Use case scenario

Great what a nice website! There is already quite a lot of information about handover and how to design a training for this topic.
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Use case scenario

Repositories
- download media
- upload media / links
- tag / rate share media

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Use case scenario

Hm, it would be nice when I could share all these amazing content with my workshop participants. Maybe they could also be able to contribute content and we could communicate over the ToolBox.
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Maria, there is even more video material on YouTupe; videos that make you really shocked and concerned. But have a look at that one, that is a nice introduction video for handover practices. I will add it to the repository and in the discussion forum.
Use case scenario
Hi Maria and Dirk, you have very interesting information in that ToolBox. We still have systematic challenges with handover in Poland. Maybe, I could translate some of your content to our needs.
Hi Janusz, let's make a first step and try to change the system from bottom upwards. We could create a Special Interest Group on handover between Krakow and Nijmegen in the ToolBox. Let's invite persons from both institutions and exchange experiences on handover.

Hi Maria and Dirk, you have very interesting information in that ToolBox. We still have systematic challenges with handover in Poland. Maybe, I could translate some of your content to our needs.
Use case scenario
Use case scenario
Dear Maria and Janusz,

I guess you will be at Quality & Safety in Healthcare forum in Nice this year. Should we organize a workshop on handover to disseminate the ToolBox and introduce our European Association on Handover? I will create a group space for the participants.
UML diagram of the ToolBox
Objectives
Objectives

- Offering training material and training designs for handover
- Opportunities for knowledge sharing and awareness raising on Handover practices
- Creating a community place for Handover practices (Nurses, GPs, Surgery)
- Definition of European standards and policies for Handover practices
- Rating opportunities for the emerging Handover content
Planed Outcomes
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- July - September 2010 - Development of the ToolBox
- Begin of September 2010 - Organization of initial pilot groups
- Begin of October 2010 - Workshop training for pilot groups
- Mid of October 2010 - Publicly available version with core elements
- Mid of October 2010 - Presentation of the Toolbox at the Brussels meeting
- November 2010 - Workshop for medical professionals
- April 2011 - International workshop at Patient Safety Forum in Amsterdam
Thanks for your interest!

This slide is available here:
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