How it all started..and where we are now

Marcel van der Klink, Wendy Kicken, Hendrik Drachsler, Slavi Stoyanov & Els Boshuizen
The problem

Incorrect handovers cause adverse, life threatening events for patients

The decrease in hospitalisation and increasing number of transitions, puts high demands on the quality of patient’s handover
Common solutions

Team STEPPS

Handover procedure protocols

SBAR

Electronic Handover systems

I PASS THE BATON

Electronic Patient System
The TeamSTEPPS Framework

- **Knowledge**
  - Shared Mental Model

- **Attitudes**
  - Mutual Trust
  - Team Orientation

- **Performance**
  - Adaptability
  - Accuracy
  - Productivity
  - Efficiency
  - Safety

Does the training make a difference in patient care?

WHY education?

People do not only need the intervention (e.g., SBAR) as such, but also:

- Awareness (for incorrect handovers)
- Knowledge (theory on communication)
- Skills (how to use it)
- Attitude (it is important to use it)

WHAT should be trained to accompany the intervention:
HOW should training look like?

Gain more insight into What to train and how to train by:

- Interviews with training experts
- Questionnaires for primary and secondary care doctors and nurses
- Exploring best practices
- Plan-Do Change Act (PDSA) cycles of change
Interim Conclusions

Diversity of handovers and problems within different organisations and countries

↓

Different training needs

↓

One size does not fit all
No standard training
So what to do?

Let TRAINING EXPERTS customize a training themselves....with some help:

By offering a toolbox with all the ingredients for effective training and practice of handover
A Handover Training Toolbox (HTT)

- Effective interventions to improve handover are available in the HTT, including background information

- The HTT is a *means* in the hands of training experts to compose a training in handover
Characteristics of the HTT

- Main target group: training experts
- Web-based
- Main language is English
- Information organised into special interest groups
- Open content
What can you do with the HTT?

Search, download, share, and comment on available content in the HTT

Search, communicate and co-operate with others with shared interests or problems
Where are we regarding the HTT?

First prototype in which the main features are available

So let’s have a look!
But first: some explanation regarding an evaluation exercise

Look at and listen to the presentation of the HTT. Meanwhile…create notes on

P: Plus
M: Minus
I: Interesting

Write down everything that comes to mind, generate as many ideas as possible, do not filter your ideas
Use Case scenario

Role: Training expert on patient safety unit in Heerlen Hospital, Netherlands

Task: Create a training program for handover for the General Practioners

Subtasks:
1. Explore possible interventions
2. Create a training outline with topics and activities

Deadline: YESTERDAY!

Hint: Look at the Handover Training Toolbox
Welcome to HandOver toolbox in which you can find all kind of information and support to help you develop, design and deliver a training in handover or to maximize its impact. The toolbox is funded by the European FP7 project HandOver.

The toolbox is not just a box with static information on handover training. It is a dynamic, ever changing box because it is part of a ever growing learning network. In this network people can search for information, comment on available products, add product and discuss with others who are also interested in training of handover.

We truly believe that learning can make a difference for handovers and want to encourage you to register and share your knowledge on handover training with others, comment on products and contribute to ongoing discussions. If you share our believe, please do not hesitate and join us today!

**Latest activity**

1. [Funny cartoon on how communication is also about interpretation](#)
   - Maria Persona 9 minutes ago
2. [How to communicate effectively - Lardner](#)
   - Maria Persona 19 minutes ago
3. [How to communicate effectively](#)
   - Last updated 24 minutes ago by Maria Persona
4. [Link to website on protocol HAND ME OVER THE ISOBAR](#)
   - Drk 3 days ago
5. [Vignettes database](#)
   - Last updated 3 days ago by Wendy Kicken
6. [Guidelines on how to use the SBAR acronym during communication with physicians](#)
   - Wendy Kicken 3 days ago
54 site members

1 2 Next »

Marcel van de Klink
Good luck with preparing for Handover and see you this afternoon@Hendrik2 (yesterday)
Location: Open University of the Netherlands located in Heerlen

Wendy Kicken
Location: The Netherlands

Slavi

Giulio Toccafondi

Hendrik
Preparing presentation for handover meeting tomorrow update (2 days ago)
Location: The Netherlands, Heerlen

Oliver Groene

Peter Sloep
Welcome Hendrik

Hendrik has started a new discussion topic titled: Cultural differences in EU countries (3 minutes ago)
Hendrik has posted a new comment on this discussion topic | How can we improve the discussion on handovers problems at our local ward? (7 minutes ago)
Gijis Hesselink has posted a new comment on this discussion topic | How can we improve the discussion on handovers problems at our local ward? (15 minutes ago)
Gijis Hesselink has started a new discussion topic titled: How can we improve the discussion on handovers problems at our local ward? (19 minutes ago)
Hendrik posted a comment on this file Levels of culture (20 minutes ago)
Hendrik posted a comment on this file HANOVER Report: cultural barriers and facilitators in clinical handover (21 minutes ago)
Hendrik posted a comment on this file Article on the development of a discharge checklist (28 minutes ago)
Gijis Hesselink uploaded a file (29 minutes ago)
Gijis Hesselink uploaded a file (31 minutes ago)
Hendrik is now a member of Handover en Grupos minoritarios (38 minutes ago)
Hendrik is now a member of Culture and clinical handover (39 minutes ago)
Thomad Minestror is now a member of How to improve the HandOver toolbox (40 minutes ago)
Thomad Minestror is now a member of Content of the training: What to train? (41 minutes ago)
Thomad Minestror is now a member of How to train: training activities (41 minutes ago)
Thomad Minestror is now a member of Culture and clinical handover (42 minutes ago)
Thomad Minestror is now a member of Handover en Grupos minoritarios (42 minutes ago)
Gijis Hesselink is now a friend with Slavi (50 minutes ago)
Gijis Hesselink is now a friend with Marcel van de Klink (50 minutes ago)
Gijis Hesselink is now a friend with Wendy Kicken (50 minutes ago)
### Culture and clinical handover

There is the assumption that culture (norms, beliefs, attitudes et cetera) influences handover in daily practice. However, this is often difficult to identify and assess. In the HANDOVER project we looked at cultural barriers and facilitators to effective and safe handover. Main findings were that more awareness among care providers is needed for the handover process (communication, information exchange and coordination of care), to ensure continuity of care at referral as well as discharge.

### Handover en Grupos minoritarios

Este grupo ha sido creado para colaborar en la formación de profesionales sanitarios sobre posibles estrategias para mejorar la comunicación con pacientes pertenecientes a grupos minoritarios. Desde la perspectiva de la comunicación, entendemos grupos minoritarios, personas que entran en contacto con el entorno sanitario y que puedan tener dificultades para comprender la información otorgada por los profesionales sanitarios:

### How to train: training activities

The content of the training can be delivered by means of several training activities. However, the effectiveness of these training activities differs per situation. For instance, for large groups a lecture-based training with interactive elements is most appropriate, whereas for small groups role play or co-creation of handover procedures can be used. Because all training activities have their advantages and disadvantages, combining training activities improves the effectiveness of the training. This variation is not only motivating, it also takes into account different learning preferences of the participants.

### Content of the training: What to train?

The content of the training strongly depends on the interventions that have been selected to improve handover practices of the medical and care professionals. These interventions can globally be divided into the following...
Article on the development of a discharge checklist

Wendy Kicken
3 days ago

In this article (Transition of care for hospitalized elderly patients - development of a discharge checklist for hospitalist, by Halasyamani et al.) it is explained how a discharge checklist can be developed by taking into account the needs of the organization. Although the development is not explicitly based on co-creation, the principles and the process of the development also apply to co-creation.

Download this

Hi Wendy that is a very interesting article! Many thanks for sharing it, it perfectly fits to the challenges I'm facing at the moment by taking into account the needs of our organisation.

Hendrik just now
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Handover en Grupos minoritarios

Limitaciones en la comunicación con personas que pertenecen a grupos minoritarios

Owner: Carola Orrego
Group members: 3

Description:
Este grupo ha sido creado para colaborar en la formación de profesionales sanitarios sobre posibles estrategias para mejorar la comunicación con pacientes pertenecientes a grupos minoritarios.

Desde la perspectiva de la comunicación, entendemos grupos minoritarios, personas que entran en contacto con el entorno sanitario y que puedan tener dificultades para comprender la información otorgada por los profesionales sanitarios:

- Personas con barreras idiomáticas
- Personas con bajo nivel de educación
- Personas con problemáticas sociales y limitaciones culturales

Bienvenidos a este espacio y todas vuestras aportaciones serán bien recibidas!!!!

Brief description: Limitaciones en la comunicación con personas que pertenecen a grupos minoritarios

Interests: desfavorecidos sociales., barreras idiomáticas, comunicación, Transferencia de información

Website: http://www.fadq.org

Latest discussion
No topics have been created.
Culture and clinical handover

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Gijs Hesselink 2 hours ago

Several hospital nurses also described the benefits of working at a ward where it is appreciated and encouraged to speak out frustrations or to correct each other (e.g. in staff meetings), to put forward suggestions for improvement, to compliment and to support each other. Some expressed that such a 'learning culture' motivates one another in doing things in handover practice better the next day. But how can we stimulate this at wards where such a culture is absent?

Hendrik 2 hours ago

Hi Gijs,

We apply in our institute a kind of tandemship model. Where always two colleagues (senior and a junior) can exchange their experiences in a save environment. An environment where mistakes are not a problem rather than a source for improvement. That works quite fine and improves quality for our domain at least. Maybe, a solution for your target group as well.

Best,

Gijs Hesselink 2 hours ago

Thanks Hendrik! While reading this I recall a colleague talking about this. We also have a lot of seniors and juniors here...so it might also work over here i guess...i will let you know!
## Group notifications

To receive notifications when new content is added to a group you are a member of, find it below and select the notification method you would like to use.

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<thead>
<tr>
<th>Group Name</th>
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<td>Needs analysis</td>
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[Save](#)
Use Case scenario

**Deadline:** YESTERDAY!

**Result:** Peter found enough information for his task. In addition, he extended his professional network and started his own group on handover training for GPs. In this way he extended his learning opportunities, mentorship and reputation in the field.

**Hint:** Look at the Handover Training Toolbox
What is in it for YOU?

- Easy way to find interesting content
- Join a learning collaborative
- Extend your professional network
- Learn from others
- Create a distinct profile for oneself
What next?

- Customisation and accessibility of the toolbox
- Systematic structured approach to further fill the toolbox with tools and guidelines
- Piloting the first version of the toolbox in Spain, The Netherlands and Poland
- Further fill the toolbox together with all HANDOVER members
- Promote the use of the handover training toolbox by training experts all across Europe and beyond