The Handover toolbox

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Tasks for Workpackage 4

1) Identify and validate factors determining the success of integrating the optimal patient care micro-system continuum

2) Develop training tools to assist a successful implementation of a communication model
Voices from the partners

“We need a checklist and a course design.”

“An e-learning environment like BlackBoard so that students can study at any time.”

“An awareness raising medium to disseminate importance of handover training; the toolbox is the actual intervention.”

“Something that creates an e-learning course when exporting the collected content.”
Stakeholder Research

What and how to train?

- Interviews with 35 training specialists
- Questionnaires filled out by 96 medical professionals from 4 different European countries (ES, PL, NL, SE)

Writing personas
Writing persona approach

“Creation of an archetypal user that represent the needs of larger groups of users, in terms of their goals and personal characteristics.” (Alan Cooper)

Although personas are fictitious, they are based on knowledge of real users.
There is no information flow between hospital and GP. Thus, you need to improve handover practice from a system perspective and afterwards train people to this standards and objectives.”

Handover is a very important topic and badly addressed in practice, thus promoting of good handover practices is most important”
Writing persona of Handover

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

Yeah, nice source but there are some things missing with respect to our particular medical domain.

There are also nice sources on the Internet that should be part of it.
Writing persona of Handover

Dear Maria, and Janusz I guess you will be at Quality & Safety in Healthcare 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.
Functions of the Toolbox

1. **Stay up-to-date on the latest developments on handovers**
2. **Find interesting tools to improve your handovers**
3. **Contribute your own handover tools**
4. **Rate and annotate tools and articles**
5. **Add interesting information and experiences to the toolbox**
6. **Find training examples and advice to create your own training in handover**
7. **Become a member and start sharing!**
8. **Share knowledge on best practices**
9. **Discuss with other experts in the field**
10. **Start your own group**
Overview of available tools

- Protocols
- Checklists
- Research articles describing the implementation and evaluation of a tool
- Scientific overview articles
- Pdf-files, presentations, link to website
Solutions provided in the Toolbox

1. Evaluations of > 40 tools to improve handovers

2. A *generic handover training* based on the content of the Toolbox.

3. A *knowledge sharing platform* for:
   1. (internal) Organizational Groups (OGs)
   2. (external) Special Interest Groups (SIGs)
      a) Closed group on Patient Safety within University of Utrecht (OG)
      b) Joined student course on handover at Karolinska Hospital, Sweden and University of Barcelona, Spain (OG + SIG)
      c) Open group by an Patient Associations or specific conference communities (SIG)
Certified / Community content

Certified content

Community Content

Handover Toolbox

Interview with Dr. Hans Pfennig, who is in Pfennig, combines his work with adipos
Interview with Dr. Hans Pfennig, who is in Pfennig, combines his work with adipos
Owner: Carola Orrego
Group members: 3

Handover en Grupos minoritarios

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!

Todas vuestras aportaciones serán bien recibidas!!!

Brief description: Limitaciones en la comunicación con personas que pertenecen a grupos minoritarios
Tags: desfavorecidos sociales, barreras idiomáticas, comunicación, transferencia de información
Website: www.fadg.org
Certified / community content

Open Groups

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Website: www.fadq.org

Closed Groups

Health 2.0

Description:
Health 2.0 represents the possibilities between health care, eHealth and Web 2.0, and has come into use after a recent spate of workshops, conferences, articles in newspapers, and by Physicians and Medical Librarians. A concise definition of Health 2.0 is the use of a specific set of Web tools (blogs, Podcasts, tagging, search, wikis, etc) by actors in health care including doctors, patients, and scientists, using principles of open source and generation of content by users, and the power of networks in order to personalize health care, collaborate, and promote health education.

Here is a short video from the Health.20 conference in 2007 that shows the impact of Health2.0 on the health system.

Owner: Hendrik
Group members: 4

Latest discussion
Round Table Discussion Florence Expert meeting
Posts: 1
Generic training for handover

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

1. Guided implementation of the Toolbox in different countries

2. Looking for funding to support implementation projects

3. Dissemination on stakeholder meetings and conferences