Workshop

Handover workshop on network based learning in the medical domain
Overview

- Toolbox make-over
- Walking through the new version of the HANDOVER toolbox
- Hands-on experience using the toolbox
- Evaluation procedure of the toolbox
- Time for discussion
Toolbox make-over

Card sorting with websort based on experts’ (81) and project partners’ (138) feedback
Most important feedback

STRUCTURE
GUIDANCE
USABILITY
TARGET GROUP
Content
Purpose
Technology platform
Toolbox make-over

Helping the user

Structuring the toolbox

Both static and dynamic content
Helping the user

- Welcome text with guidelines
- Handover tools button
- Group: How do I use this toolbox
- Personal cockpit
Helping the user - Welcome

Welcome!

In this toolbox 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 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 community. In this community people can search for information, comment on available products, add product and discuss with others who are also interested in training of handover.
New names for buttons

Buttons for the user’s personal navigation

To indicate that these are the buttons to navigate through the community content

Static part of the toolbox

Dynamic content

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All site groups

11 groups created

How can I empower the patient in handover through a handover training?
In this group we discuss how to take into account patient groups with special requirements and needs regarding handover, such as minority groups, pediatrics, geriatrics and emergency care.

What skills, knowledge and attitude of the individual professionals should I train to improve handover?
In this group we discuss amongst others how to improve the awareness of the importance of handover administration, how to bridge the gap between hospital and primary care providers, and how to improve reflection, learning and improvement efforts with respect to the handover practices.

How do I use this toolbox?
This is a demo-group that explains how to easily navigate through the toolbox and add content to the toolbox.
Handover toolbox

Group membership

Culture and clinical handover
Culture influences the quality and safety of clinical handovers

Handover en Grupos minoritarios
Limitaciones en la comunicación con personas que pertenecen a grupos minoritarios

How to train: training activities
In this group several common training activities are described. The learning activities are explained, examples are provided and advantages and disadvantages are described and discussed.

How to improve the HandOver toolbox
Feedback on the usability and ideas on the future development of the toolbox

Activity

Hendrik wrote a new page titled Handover Tools (yesterday)

Hendrik wrote a new page titled How do I evaluate and adjust the handover training? (yesterday)

Hendrik wrote a new page titled What training activities should I use and what practical issues should I consider when implementing the training? (yesterday)

Hendrik wrote a new page titled How do I handle external and organizational factors that can influence my training? (yesterday)

Friends

posted information

Hendrik: Completed the adjustments of the handover toolbox to the expert statements collected during the workshop in Brussels
Posted to the information pool 2 days ago via site.

Hendrik: Preparing presentation for handover meeting tomorrow
Posted to the information pool 108 days ago via site.

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How do I use this toolbox?

This is a demo–group that explains how to easily navigate through the toolbox and add content to the toolbox.

Description:
This is a demo–group that explains how to easily navigate through the toolbox and add content to the toolbox.

Brief description: This is a demo–group that explains how to easily navigate through the toolbox and add content to the toolbox.

Interests: tutorial, Manual

Owner: Wendy Kicken
Group members: 1

Latest discussion
No topics have been created.

Group files

Group pages
This group does not have any pages yet

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Structuring the toolbox – 8 main groups

1. How do I use this toolbox?
2. How do I determine what to train during a handover training?
3. What skills, knowledge and attitude of the individual professionals should I train to improve handover?
4. What standardized process, protocols or tools should I train?
5. How can I empower the patient in handover through a handover training?
6. How do I handle external and organisational factors that can influence my training?
7. What training activities should I use and what practical issues should I consider when implementing the training?
8. How do I evaluate and adjust the handover training?
Others ways of structuring

- Personal cockpit
- Featured groups
- Becoming a member of groups
- Rating of the files
Hi Gijs,

very interesting document, I was wondering during reading it, do we need to address the subcultural differences in organisations by offering different kinds of trainings or do you think the handover subcultures need to be standardised?

Cheers,

Hendrik
Static content and dynamic content
Walking through the new HANDOVER toolbox

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

Task: Create a training program for handover for the General Practitioners
Handover toolbox

Handover Tools

This is the static part of the Handover toolbox that offers all tools that have been collected by the Handover project partners (www.handover.eu).

The Tools in the Toolbox **support training experts** in designing and delivering various kinds of training activities to different groups of medical professionals (e.g. doctors, gp's, nurses) with different responsibilities and needs concerning handover issues. Some of the tools are ready-for-use, while others provide all kinds of background information useful that support the making of well-informed decisions on training. Please have a look at the collected tools and take any information you can use.

However, we also would like to encourage you to register and share your knowledge on handover training with others, comment on products, contribute to ongoing discussions or create your own special interest group. We truly believe that learning from each other can make a difference. If you share our believe, do not hesitate and join us!

*tools, training, training specialists, handover*

Last updated 20 hours ago by Hendrik Drachsler
Handover Tools

- How do I evaluate and adjust the handover training?
- What training activities should I use and what practical issues should I consider when implementing the training?
- How do I handle external and organizational factors that can influence my training?
- How can I empower the patient in handover through a handover training?
- What standardized processes, protocols or tools should I train?
- What skills, knowledge and attitude of the individual professionals should I train to improve handovers?
- How do I determine what to train during a handover training?
- How do I use this toolbox?

The 8 main categories
To structure the static content
What skills, knowledge and attitude of the individual professionals should I train to improve handovers?

Here you can find a collection of tools gathered for you by the Handover project partners. If you want to further discuss this topic or add your own tools or content to the handover toolbox, please visit the group on this topic here.

skills, handover, competences

Last updated 58 minutes ago by Wendy Kicken
8 groups linked to the static part of the toolbox

How can I empower the patient in handover through a handover training?
In this group we discuss how to take into account patient groups with special requirements and needs regarding handover, such as minority groups, pediatrics, geriatrics and emergency care.

What skills, knowledge and attitude of the individual professionals should I train to improve handover?
In this group we discuss amongst others how to improve the awareness of the importance of handover administration, how to bridge the gap between hospital and primary care providers, and how to improve reflection, learning and improvement efforts with respect to the handover practice.
Hands-on experience using the toolbox

• Leaders of the groups
  – Start a new group
  – Add a tool to the group
  – Edit the group

• Other project partners
  – Create a profile
  – Search for information
  – Rate a file
Hands-on experience using the toolbox (30 minutes)

• Edit your profile
• Edit profile icon
• Edit profile page
• Add the widgets group membership, activity and friends, to your profile

• Have a look at a group that is concerned with the culture and clinical handover created by Gijs.
• Become a member of this group
• Have a look at the file ‘Levels of culture’
• Rate this file and place a comment on this file
• Contribute to the group discussion or write your first blog post
• Go to personal cockpit and see the changes in your group memberships.

Finished?
Go to the information pool and let everybody know how your first experience with the handover toolbox was
Evaluation procedure of the toolbox

Performing a task in the toolbox
  e.g. - Search for a tool you can use to train the communication skills of medical professionals.
  - Create a profile in the toolbox

...while thinking out loud

We will contact Basia, Carola and Loes for more details about this procedure
Time for discussion