

## Long-Term Care Survey Alert

### Risk Management: Get A Grip On Standardizing 'Hand Off' Communications

**Time for a huddle to get your team acting in tandem.**

If you picture the interdisciplinary staff as a relay team trying to score a winning patient safety record, you want to see them pass the baton smoothly each time they turn over a resident's wellbeing to another caregiver.

Developing a standardized approach to such a process should address the following elements, according to the Joint Commission's **Marianna Grachek, MSN, RN:**

- The hand-off situation it applies to;
- Who is, or should be, involved in the communication;
- What information should be communicated;
- Diagnoses and current condition of the resident
- Recent changes in condition or treatment
- Anticipated changes in condition or treatment
- What to watch for in the next interval of care
- Opportunities to ask and respond to questions;
- When to use certain techniques (repeat back information); and
- What print or electronic information is available.