



## AH1020 – EMERGENCY DEPARTMENT NURSE TO NURSE TRANSFER OF CARE SHIFT CHANGE

### 1.0 PURPOSE

To improve the quality and safety of patient care by ensuring a standard of practice for the transfer of care between nurses in the Emergency Department.

### 2.0 DEFINITIONS

TERM	DEFINITION
Patient Handover/Nursing Report	<p>The nursing report is the transfer of relevant information from one nurse to another. The purpose of the nursing report is to provide continuity of care and to ensure patient safety. Effective communication contributes to the safe transfer of patients from one nurse to another. The nurse who is transferring care provides information to the nurse who is assuming responsibility for the patient's care.</p> <p>This can occur at but is not limited to shift change, and break relief coverage.</p> <p>Different terms are used to describe the nursing handover report, including change-of-shift report, shift report, sign-out, handover, sign-over, and hand-off.<sup>1</sup></p>

### 3.0 POLICY

The information that is required to be shared at care transitions within the ED is defined and standardized for care transitions where clients experience a change in team membership or location: admission, handover, transfer, and discharge.<sup>1</sup>

The information transferred depends on each patient's circumstances, and MUST include the:

- Clinical condition
- Acuity and complexity score
- Status of investigations and treatments
- Likely clinical course/expected discharge
- Immediate patient care needs
- Possible problems and consideration of strategies should problems arise
- Pertinent and/or ongoing care needs/concerns.

### 4.0 PROCEDURE

Policy Sponsor: Vice President, Medicine & Quality		1 of 2
Policy Steward: Network Director, Emergency & Trauma Services		
Date Approved: October 2006	Date(s) Reviewed-r/Revised-R: March 2020 (R)	



Administrative Policy Manual
Code: AH Patient/Client Relations/Care

Manager will ensure that a standardized process is in place that nurses provide pertinent patient information when transitioning care.

## 5.0 REFERENCES

1. Accreditation Canada (2018) Standards: Emergency department. Retrieved from <http://insidenet.interiorhealth.ca/QPS/accreditation/Documents/Version%2014.0%20Emergency%20Department%20Standards.pdf>
2. IH Emergency Department Nursing Clinical Practice Guidelines (2012).

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