

EPA Worksheet*

<p>1. EPA Title</p>	<p>Facilitate handovers to another healthcare provider either within or across settings</p>
<p>2. Description of the activity</p>	<p>As the healthcare system has increased in complexity, we have seen a commensurate increase in the number of handovers both within settings (e.g. hospital ER-to-floor and floor-to-ICU) and between settings (e.g. home-to-hospital and hospital-to-rehabilitation facility). At the same time, continuity of health care providers has decreased, resulting in transitions of care being more vulnerable to error. This EPA is thus critical to our ability to improve patient safety.</p> <p>Functions of the information provider include:</p> <ul style="list-style-type: none"> • Engaging in bidirectional communication of plans and exploring expectations with the patients, families and caregivers • Navigating the information system (such as EHR) to avoid errors of omission. • Communicating situation awareness, illness severity, action planning, and contingency planning to other health care providers, using a standardized template to improve reliability of the information transfer <p>Functions of the healthcare professional accepting responsibility for the patient include:</p> <ul style="list-style-type: none"> • Clarifying information • Providing feedback to the individual initiating the handover on any errors that occurred, including inaccurate information transmission.
<p>3. Link with Domains of Competence</p>	<p><input checked="" type="checkbox"/> Patient Care <input type="checkbox"/> Medical Knowledge <input checked="" type="checkbox"/> Practice-based Learning and Improvement <input checked="" type="checkbox"/> Interpersonal & Communication Skills <input type="checkbox"/> Professionalism <input type="checkbox"/> Systems-based Practice <input type="checkbox"/> Personal & Professional Development</p>
<p>4. Critical Competencies</p>	<p>PC 2: Organize prioritize PC 3: Transfer of care ICS 3: Communicate with health professionals ICS 6: Medical records PBLI 5: Formative feedback PBLI 7: IT</p>

*Modified from the work of Olle ten Cate