

I-PASS Study

Verbal Handoff Assessment: Faculty Observation and Feedback Tool for Giver

Observer Information:

Name: _____ Date: __/__/__ (mm/dd/yy) Obs. Start Time: __: __ am/pm Obs. End Time: __: __ am/pm

How well do you know the patients whose handoff you are evaluating? Very well Somewhat well Not at all

Resident Information:

Name: _____ PGY Level: _____ Total number of patients discussed during the handoff : _____

Type of Handoff

1. Please indicate the type of handoff you observed: Individual Team

Situational Overview (Big Picture)

2. Was a situational overview provided by the resident giving the handoff (e.g. description of the “big picture” of what will need to be prioritized by the receivers of the handoff): Yes No

Indicate the frequency that the specific element of the mnemonic was used throughout the handoff.

Verbal Mnemonic	Description	Never	Rarely	Sometimes	Usually	Always
3. <u>I</u> llness Severity	Identification as stable, “watcher”, or unstable					
4. <u>P</u> atient Summary	Summary statement, events leading up to admission, hospital course, ongoing assessment, plan					
5. <u>A</u> ction List	To do list; timeline and ownership					
6. <u>S</u> ituation Awareness/ Contingency Planning	Know what’s going on; plan for what might happen					
7. <u>S</u> ynthesis by Receiver	Ensures receiver summarizes what was heard, asks questions, restates key action/to do items					

Rate the frequency with which the resident who <u>gave</u> the handoff did the following:	Never	Rarely	Sometimes	Usually	Always
8. Actively engages receiver to ensure shared understanding of patients (Encouraged questions, asked questions, considers learning style of receiver)					
9. Appropriately prioritizes key information, concerns, or actions					

Rate the frequency with which the resident who <u>gave</u> the handoff did the following:	Never	Rarely	Occasionally	Fairly Often	Very Often
10. Miscommunications or transfer of erroneous information					
11. Omissions of important information					
12. Tangential or unrelated conversation					

13. Rate your overall impression of the *pace* of the handoff:

Very slow pace/
Very inefficient Slow pace/
Inefficient Optimally paced/
Efficient but not rushed Fast/pressured pace Very fast/pressured pace

14. What was especially effective about the handoff?	15. What aspect(s) of the handoff could be improved?	16. Additional comments:

17. Was the resident given feedback within 24 hours of your observation? Yes No