COACHING I-PASS Handoff Observation Tool: Feedback for Giver

Observer Information:
Name: __________________ Date: __/__/____ (dd/mm/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.

<table>
<thead>
<tr>
<th>Verbal Mnemonic</th>
<th>Description</th>
<th>Never</th>
<th>Rarely</th>
<th>Sometimes</th>
<th>Usually</th>
<th>Always</th>
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<tbody>
<tr>
<td>3. Illness Severity</td>
<td>Identification as stable, “watcher”, or unstable</td>
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<td>4. Patient Summary</td>
<td>Summary statement, events leading up to admission, hospital course, ongoing assessment, plan</td>
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<td>5. Action List</td>
<td>To do list; timeline and ownership</td>
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<td>6. Situation Awareness/Contingency Planning</td>
<td>Know what’s going on; plan for what might happen</td>
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<td>7. Synthesis by Receiver</td>
<td>Ensures receiver summarizes what was heard, asks questions, restates key action/to do items</td>
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Rate the frequency with which the resident who gave the handoff did the following:

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 gave the handoff did the following:

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. Self-Reflection

Feedback on Self-Reflection

Feedback Highlights

Next Steps

Keep:

Change:

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