

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.

| 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. 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