|  |
| --- |
| **Shift to Shift Communication** |
| **Purpose** | This policy sets forth expectations for the level and type of communication that must take place between laboratory staff at shift change. Shift communication expectations are a list developed to ensure that all laboratory staff communicate critical information at the change of shift. These communication expectations ensure high quality patient care testing through the day.  |
| **Policy** | I. Content of communicationAll staff starting their shift are to report to their area and take report from the individual(s) they are relieving.  The following must be communicated from one shift to another: * Critical Patients
* Status of pending lab reports (pending logs must be passed on to the next shift - including notes, action taken, etc.)
* Irretrievable samples (i.e. CSF, tissue)
* Instrument or computer problems
* Inventory issues
* Status of incomplete non-patient work
* Maintenance
* QC, Calibration
* Any staffing issues (call-ins)

 II. Standard communication format**SBAR:** A standardized tool used to improve effectiveness in communication of patient information, by organizing it into four categories:* **S**ituation - Clearly and briefly define the situation. State what the problem is, where, when and how it started and how severe it is.
* **B**ackground - Provide relevant background information that relates to the situation. Include patient name, MRN, DOB, Accession number, times, reference number, people you talked to and other pertinent information.
* **A**ssessment - What do you believe the problem is?
* **R**ecommendation - What do you think needs to be done to rectify this problem? State any additional steps taken that need to be followed up on.
 |
|  | Example: * **S**ituation - There is a CSF in the refrigerator for patient lastname, firstname; MRN 012345; DOB 01/01/2019. We are waiting for the Dr. Happy to place orders.
* **B**ackground - I have made two phone calls (at 1300 and 1330) to the ordering provider/unit and left a message with Nurse Betty that we need lab orders.
* **A**ssessment - The sample needs to be process and run in the next hour.
* **R**ecommendation - Call the unit if you don't hear back in the next 15 minutes.

Note: Completed SBAR forms are saved on the G: drive. |
| **Responsibility** | This policy applies to all laboratory staff. |
| **Supporting Documents** | [Shift to Shift Communication form GL 1.10.f1](https://starnet.childrenshc.org/References/labsop/gen/gen/gl-1.10.f1-shift-to-shift-communication-form.pdf) |
| **Historical Record** | **Version** | **Written/Revised by:** | **Effective Date:** | **Summary of Revisions** |
| 1 | J. Heimkes | 8/15/2007 | Initial Version |
| 2 | J. Heimkes & B. Kochevar | 7/12/2012 | Updated format and updated staff responsibilities |
| 3 | Jennifer Heimkes | 7/7/2017 | Added Groupwise and updated logo |
|  | 4 | Jennifer Heimkes | 4/22/2019 | Updated content to define types of critical communcation handoff. Added SBAR format and form link. |