**Appendix E**. Handoff Behaviors Checklist.

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Yes | No | N/A | Comments |
| **Did the resident appropriately prioritize the patients (in order of illness) when delivering the handoff to the receiver?** *(Patients should be in the following order: 1. Houseman, 2. Williams, 3. Miller.)*  |  |  |  |  |
| **Did the resident communicate specific action steps and inform to the receiver of what to do if possible situations arise?** *(I.e., “If \_\_\_, then \_\_\_” or “To-Dos”).*  |  |  |  |  |
| **Did the resident encourage and provide the receiver with appropriate opportunities to ask questions?** *(I.e., “Do you have any questions?” Note: The receiver should only ask “Is the ICU aware of this patient?” in reference to Mrs. Houseman.)* |  |  |  |  |
| **Did the resident provide an appropriate amount of information about the patients?** *(The resident should deliver concise instructions with presumed diagnoses, major problems, if/then statements, and to-do items. Providing either too much—allergies, prn meds, MRN, or stable chronic problems like HTN—or too little information is not ideal.)* |  |  |  |  |
| **Did the resident orient the handoff sheet in such a manner as to create a shared space between the resident and the receiver?** |  |  |  |  |
| **Was the resident able to quickly and effectively recover the handoff task after the pager interruption?***(The sender should resume where he or she left off in the process, rehashing relevant details that may have been lost in the interruption.)*  |  |  |  |  |
| **Was the resident distracted by the side conversation prompt?***(Did the resident respond to the prompt rather than continuing immediately with the handoff?)* |  |  |  |  |
| **Did the resident attempt to compensate for the level of noise in the room?***(The sender should either reposition him-/herself or speak more loudly to make sure that relevant details are communicated during the encounter.)*  |  |  |  |  |