

Appendix A

Hand-Off/Report Processes

Report/Hand Off Communication Employee Survey

Thank you for taking the time to fill out this survey, there are only seven questions and it should only take you about two minutes to complete. This information will help us understand your perception of report/hand off communication process.

Top of Form

1. Report is an effective means of communication

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Hand-Off/Report Processes

Top of Form

2. Report is an efficient means of communication

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Hand-Off/Report Processes

Top of Form

3. Report is relatively stress free

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Hand-Off/Report Processes

Top of Form

4. Report helps prevent delays in patient care

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

and-Off/Report Processes

Top of Form

5. Report is completed in a reasonable amount of time

- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Hand-Off/Report Processes

Top of Form

6. Report ensures accountability

- Strongly Agree
 - Agree
 - Disagree
 - Strongly Disagree
- Hand-Off/Report Processes
Top of Form

7. Report promotes patient involvement in care

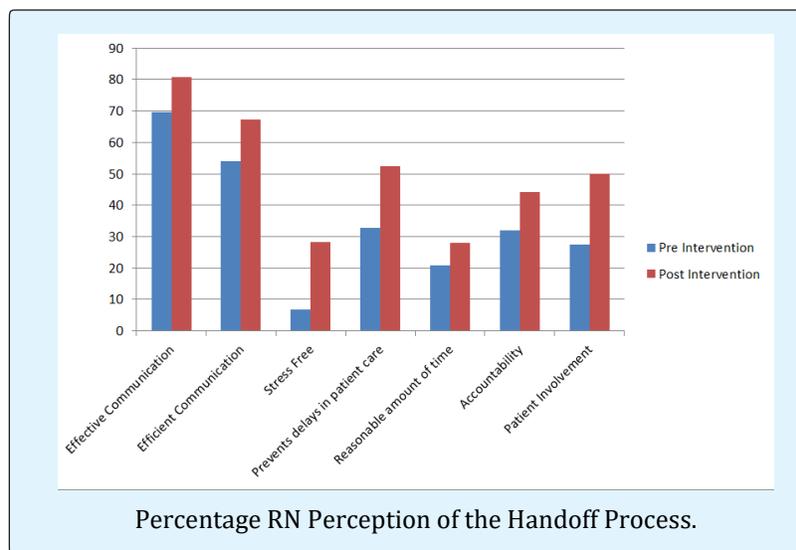
- Strongly Agree
- Agree
- Disagree
- Strongly Disagree

Appendix B

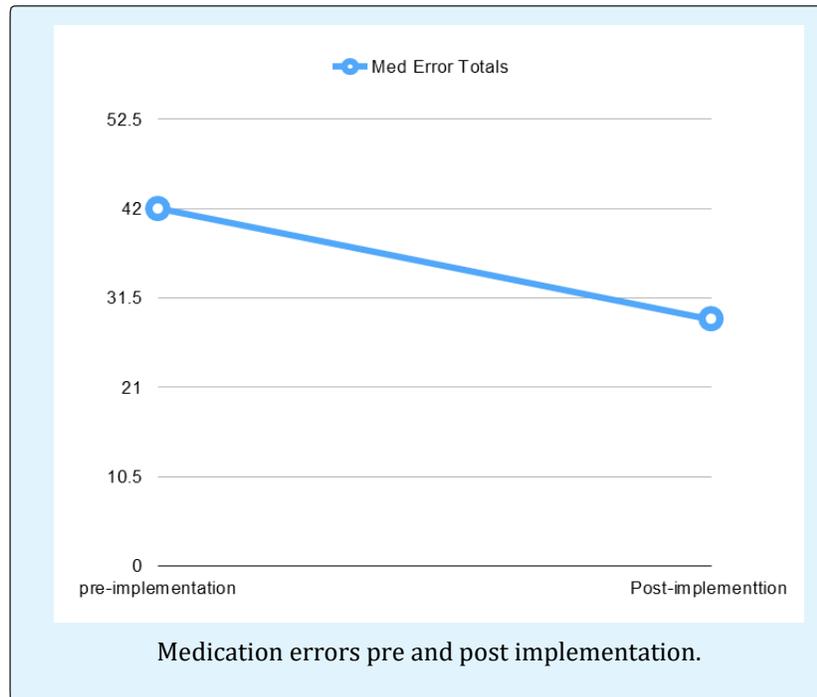
ISHAPED acronym

- Introduce/ask permission
- Situation-current issue
- History-relevant to current diagnosis
- Assess-drains, pain, IV drips, incisions
- Plan-goals, test, procedures, d/c plans
- Error prevention-safety, fall risks, restraints, ETOH
- Dialogue-questions/answers involve patient

Appendix C



Appendix D



Appendix E

Nursing Perspective	Pre-Intervention Q2 2016 (Apr-June)	Intervention Q3 (July-Sept) 2016	Q4 2016 (Oct-Dec)	Q1 2017 (Jan-Mar)	Q2 2017 (Apr-June)
Overall	60.20%	76.40%	76.00%	66.40%	70.00%
RN Communication	73.30%	78.70%	78.30%	76.40%	81.10%
Care Transitions	45.60%	56.40%	56.30%	48.80%	57.60%
Discharge Information	78.90%	88.90%	88.70%	84.70%	85.70%
Doctor Communication	73.60%	81.40%	80.90%	77.00%	80.80%

HCAHPS Scores Pre and Post Intervention.

Appendix F

