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

2. Report is an efficient means of communication
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

Hand-Off/Report Processes

3. Report is relatively stress free
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

Hand-Off/Report Processes

4. Report helps prevent delays in patient care
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

Hand-Off/Report Processes

5. Report is completed in a reasonable amount of time
   - Strongly Agree
   - Agree
   - Disagree
   - Strongly Disagree

Hand-Off/Report Processes

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

Percentage RN Perception of the Handoff Process.
Appendix D

Medication errors pre and post implementation.

Appendix E

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

HCAHPS Scores Pre and Post Intervention.
Appendix F

Fall Rate per 1,000 Patient Days.