

# After Hours Support Residential Aged Care

## Clinical Handover

There are resources available to assist your aged care home with clinical handover.

### Local Policy

The WA Department of Health describes ISOBAR as the standardised structure for all clinical handovers.

Other jurisdictions outside of WA may have other acronyms such as ISBAR and SBAR.



Government of **Western Australia**  
Department of **Health**

[Access WA Policy](#) 

### Implementation Toolkit for Clinical Handover Improvement

Developed by the Commission:

- A 'how to' guide for managers and clinicians to review their clinical handover processes.
- Includes a toolkit for improvement. (OSSIE Guide)

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

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**View ISOBAR table on the next page**

## ISOBAR

<b>I</b>	<p><b>Identification</b></p> <p>This measure is to ensure accurate patient identification, should incorporate three identifying factors, such as patient name, date of birth, and medical record number.</p>
<b>S</b>	<p><b>Situation</b></p> <p>This step includes the patient's current clinical status and considers advanced directives and patient-centred care requirements</p>
<b>O</b>	<p><b>Observations</b></p> <p>This step ensures the incoming team is informed of the latest observations of the patient and when they were taken. It serves as a checking mechanism to identify deteriorating patients for emergency response assistance.</p>
<b>B</b>	<p><b>Background</b></p> <p>This step provides the incoming team with a summary of patient's background and clinical history. This may include the presenting problem, background problems and current issues, examination and investigation findings and current diagnosis, as well as management to date.</p>
<b>A</b>	<p><b>Assessment and actions (Agree to a plan)</b></p> <p>This step ensure all tasks, and abnormal or pending results are clearly communicated. Most importantly, there must be an established and agreed management and escalation of care plan</p>
<b>R</b>	<p><b>Responsibility and risk management (Readback)</b></p> <p>Clinical handover must include the transfer of responsibility as staff are leaving the institution. This can only be achieved through acceptance of tasks by the incoming team.</p>
<p>As described in the OSSIE guide to clinical handover; Access the <a href="#">full guide here</a> </p>	

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## ISOBAR Lanyard

You have the option to use and modify the below lanyard template.  
You may consider creating your own or exploring online options for purchase.

### Identification

Introduce or identify patient, self, and team

### Situation

Provide current working diagnosis, specific clinical problems, and critical laboratory results.

### Observation

Check, update, and discuss recent vital signs.

### Background

Update and discuss relevant medical information.

### Assessment

Outline plan for assessment, treatment, and discharge.

### Responsibility

Confirm shared understanding, clarify tasks, timing, and responsibilities.