

## CC8 Communication with colleagues and effective handover/continuity of care

Assessment of these competencies to be integrated during Mini-CEX, ACAT-EM or CbD of clinical modules with appropriate cross-linking.

Key skills and behaviours regarding clarity and effectiveness of communication to be assessed via MSF and during some of the DOPs e.g. CPR. In addition, these skills should be reviewed within the RL.

Potential situations in which communication competencies with colleagues could be included as part of the overall assessment include the following:

- Taking part in or undertaking transfer of patient from one clinical team/site to another
- Giving clinical management advice to a remote lay person, first responder or other healthcare professional
- Receiving or delivering handover from pre-hospital team in trauma or resus situations
- Handover patient with unstable/ deteriorating condition at end of shift to colleague or handover via group meeting
- Communication with specialist or general practitioner with regards to patient- where require follow up care
- Communication with team during trauma and or resus call

*Trainees are expected to achieve EPA level 3 (Indirect active- partial supervision by senior clinician, no prompting or help provided, direct line of vision or supervisor immediately available) in these competencies, unless indicated separately in specific clinical modules.*

Knowledge/ Skill/ Behaviour	Detail of competency
<b>Knowledge</b>	Understands the role played by all members of a multi-disciplinary team, good team dynamics and how these positively impact on patient care and safety
	Understands the principles of good communication and communication techniques e.g. SBAR
	Understands the structured communication requirements of handover and potential harm from poor handover communication
	Understands the principles of best practice in handover
<b>Skills</b>	Communicates accurately, clearly, promptly and comprehensively with relevant colleagues by means appropriate to the urgency of a

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	<p>situation (telephone, email, letter etc), especially where responsibility for a patient's care is transferred</p> <p>Is able to tell the named nurse and/or nurse in charge (or other relevant clinical lead) the patient plan and communicate key requirements for treatment and monitoring with nursing staff</p> <p>Recognises when a patient is not responding to treatment, reassesses the situation and escalates appropriately</p> <p>Ensures effective handover of patients to other doctor at end of shift, including overall care plan for patients, acuity and tasks not yet completed and priority of tasks</p> <p>Ensures effective handover of key information, when transferring care to other teams e.g. at referral</p>
<b>Behaviour</b>	<p>Recognises role of nursing staffing, lead registrar and consultant</p> <p>Appreciates vital role of all members of team including administrative and portering staff</p> <p>Identifies problems for next shift/ team and takes pre-emptive action where required</p> <p>When communicating with other team members, especially regarding clinically unstable patients, communicates the patient acuity clearly e.g. using a red-amber-green assessment</p> <p>Encourages an open environment with regards to safety, issues of performance and team working</p> <p>Ensure appropriate confidentiality is maintained during communication with any member of the team</p> <p>Handover of patients at end of shift is given in appropriate environment and manner and is comprehensive and efficient</p> <p>Ensures accurate contemporaneous note keeping inc. referral/discharge documentation and record of handover</p>

*Additional/complementary competencies- EPA Level 1 or 2*

<b>Knowledge/ Skill/ Behaviour</b>	<b>Detail of competency</b>
Skill	Giving clinical management advice to a remote lay person, first responder or other healthcare professional