



VHA Nursing Hand-Off Survey 2006



Objective:

To collect data about various inter-shift communication (hand-off) processes that are used by nurses in areas that provide patient care (24/7) to determine if processes meet the expectations of the new Joint Commission 2006 National Patient Safety Goal

December 2006

Introduction

The single largest source of medical errors as described in an article published June 28, 2006, in *The Wall Street Journal*, entitled ‘Hospitals Combat Errors At the “Hand-Off,”’ are due to communication breakdowns during the gap when a patient is moved to another unit or turned over to a new nurse or doctor during a shift change. Acknowledging this potential risk, the Joint Commission on Accreditation of Health Care Organizations (JCAHO) is now requiring hospitals to establish standards for hand-off communication in order to improve the exchange of patient information. Facilities that fail to comply with the JCAHO patient safety standards are at risk for losing accreditation. It is incumbent on Veterans Health Administration’s (VHA’s) leadership to decide how to best establish standards for hand-off communication to meet the expectations of the new JCAHO National Patient Safety Goal.

In view of the above, a closer look at the current practices of hand-off communication processes used in VHA was needed to expand our information base and provide decision makers with insightful data to identify best practices and to support guidelines and/or policy decisions that will enhance structured hand-off communication in VHA.

The object of this study was to focus on nursing communication for patient hand-off situations as **one** significant aspect of sound communication to support quality and safety initiatives. This report provides descriptive information about this important hand-off process in VHA. The report provides summarized information based on 2,448 survey responses provided by Registered Nurses (RNs) who work in areas that provide patient care (24/7). The information contained in this report is intended as a tool for VHA clinicians and managers to assist with evaluation of the current hand-off communication structure. Additionally, the report identifies opportunities to assist facilities in improving their standards for hand-off communication.

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Acknowledgements

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Executive Summary

Veterans Health Administration (VHA) Nursing Hand-Off Survey, 2006

Objective

The purpose of the survey was to collect data about the various inter-shift communication (hand-off) processes that are used by nurses in areas that provide patient care (24/7). The information collected from the survey and summarized in this report will be used to determine if this subset of processes meet the expectations of the new Joint Commission 2006 National Patient Safety Goal.

JOINT COMMISSION 2006 NATIONAL PATIENT SAFETY GOALS IMPLEMENTATION EXPECTATIONS

New Requirement 2E: Implement a standardized approach to “hand-off” communications, including an opportunity to ask and respond to questions. (Applicable to Ambulatory Health Care, Hospital, Laboratory, Long Term Care, and Home Care.)

Rationale: The primary objective of a “hand off” is to provide accurate information about a patient’s/client’s/resident’s care, treatment and services, current condition and any recent or anticipated changes. The information communicated during a hand off must be accurate in order to meet patient safety goals.

In health care, there are numerous types of patient hand offs, including but not limited to nursing shift changes, physicians transferring complete responsibility for a patient, physicians transferring on-call responsibility, temporary responsibility for staff leaving the unit for a short time, anesthesiologist report to post anesthesia recovery room nurse, nursing and physician hand off from the emergency department to inpatient units, different hospitals, nursing homes and home health care, critical laboratory and radiology results sent to physician offices.

Implementation Expectations: The following are attributes of effective “hand-off” communications:

- Hand offs are interactive communications allowing the opportunity for questioning between the giver and receiver of patient/client/resident information.
- Hand offs include up-to-date information regarding the patient’s/client’s/resident’s care, treatment and services, condition and any recent or anticipated changes.
- Interruptions during hand offs are limited to minimize the possibility that information would fail to be conveyed or would be forgotten.
- Hand offs require a process for verification of the received information, including repeat-back or read-back, as appropriate.
- The receiver of the hand-off information has an opportunity to review relevant patient/client/resident historical data, which may include previous care, treatment and services.

Design

A survey was developed with guidance from the National Center for Patient Safety, the office of the Deputy Under Secretary for Health for Operations and Management, and the Office of Nursing Services with assistance from the Healthcare Analysis and Information Group.

- A survey was used to collect information about inter-shift communication (hand-off) processes from Registered Nurses (RNs) who work in areas that provide patient care (24/7).
- VHA Nurse Executives were asked to coordinate the wide distribution of the survey to Nurse Managers and staff RNs in their facility.
- Completion of this survey was voluntary, anonymous, and confidential.
- Survey was conducted from July 2006 to August 11, 2006.
- Survey responses were self-reported, have not been independently validated, and maybe subject to individual interpretation.
- Data received will be utilized to develop guidance and/or recommendations to enhance the inter-shift communication (hand-off) processes.

Main Measures

Information was solicited about the following topics:

- Area of work
- Tour of duty
- Process for hand off between shifts
- Timing of hand off from previous shift
- Content of information communicated during hand-off process
- Types of hand offs that are a concern or topic of interest
- General comments

Results

A total of 2,448 Registered Nurses (RNs) completed the voluntary survey. The convenience sample yielded a response rate that is representative of approximately seven percent of total RN staff. The majority of the surveys were completed by staff RNs (2,089/2,448 or 85%), while Nurse Managers completed the other 15 percent (359/2,448). Of the 139 Veterans Health Administration (VHA) facilities, 87 percent (121/139) had at least one RN submit a survey response. The number of responses per facility ranged from a low of one to a high of 113. VISN 9 had the largest number of completed surveys followed by VISN 16.

VISN	Count	Percent	VISN	Count	Percent
1	66	2.70%	12	143	5.84%
2	40	1.63%	15	69	2.82%
3	57	2.33%	16	261	10.66%
4	137	5.60%	17	65	2.66%
5	32	1.31%	18	151	6.17%
6	193	7.88%	19	46	1.88%
7	139	5.68%	20	80	3.27%
8	239	9.76%	21	61	2.49%
9	268	10.95%	22	82	3.35%
10	99	4.04%	23	118	4.82%
11	102	4.17%	Total	2,448	100%

When grouping survey responses by tour of duty, RNs who identified the “Day shift” as their tour of duty had the largest number of completed surveys (1,634/2,446 or 67%). This was followed

by the group of RNs who identified the “Night shift” as their tour of duty with (470/2,448 or 19%) of the completed surveys. The “Evening shift” group had the remaining 342/2,446 or 14 percent of the completed surveys. Two surveys were not counted in this grouping because the responses did not identify a tour of duty.

RNs were asked to identify their work area. The count of survey responses by work area is provided in the following table.

Work Area	Count	Percent
Intensive Care Unit	451	18.43%
Emergency Department	161	6.58%
Step-Down Unit	67	2.74%
Observation Unit	9	0.37%
Medicine	187	7.64%
General Surgery	100	4.09%
Medicine/Surgery	314	12.83%
Psychiatry	285	11.65%
Spinal Cord Injury	81	3.31%
Rehabilitation	53	2.17%
Nursing Home Care	289	11.81%
Other	450	18.39%
Total	2,447	100%

RNs who work in the intensive care units completed 451 or 18 percent of the surveys. The “Other” category was the next largest group also with 18 percent of the responses. When examining the “Other” category, the majority of RNs in this group, approximately 180, worked in ambulatory care work areas. This category also included 102 RNs who worked in the Operating Room, Recovery Room, or procedure work areas, and 118 RNs who worked in a number of specialty work areas such as, telemetry, oncology, dialysis, intermediate care, and transplant. In addition, approximately 50 RNs were listed as working in administrative, supervisory, research, or care coordination roles.

RNs were also asked to describe successful actions taken to limit interruptions during the hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten. Responses included actions such as providing a quiet area where report can be given and received, holding admissions or transfers until hand-off process is complete, limiting visitation and phone calls during the hand-off period, if possible, and providing written communication to coincide with oral communication. Please refer to Section IV to access the survey responses describing successful actions.

In addition to the graphic display of survey results contained in this report, responses to all survey questions can be accessed through the Web link provided in Section IV. This link will also allow you to use the filtered Excel tables to customize VISN and facility level tables.

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Overall Summary

Tour of Duty

A multivariate analysis of variance was conducted to assess the effects of tour of duty on the hand-off processes.

- ❖ While statistical significance was identified for each individual hand-off process, the corresponding effect sizes were small (e.g., accounting for less than 1% of the variability). This suggests that there were no significant differences for the various change-of-shift reports in that comparable findings were found for day, evening, and night shift hand-off communication.

While differences were noted (i.e., statistically), there was little effect size or clear pattern among the differences. Differences associated with tour of duty can be considered negligible.

Risk Exposure

A multivariate analysis of variance was conducted to assess the effects of risk exposure on the hand-off processes. The results of the analysis are described below.

Risk exposure was identified by a “yes” response to survey question 17 - Have you experienced special potential risks to patients associated with nursing shift changes?

- ❖ With respect to specific hand-off processes, staff nurses of previous shifts meeting as a group with staff nurses on on-coming shifts is used more in groups that do not have exposure to risks during hand off. Conversely, when staff nurses on previous shifts tape record patient care information, nurses are exposed to more risk during hand off.
- ❖ Quality of time over quantity of time. It is not how much time is devoted to the hand-off process, but the quality of time utilized. Those who have not experienced risk during hand off have less interruptions and more time to gather additional information or obtain clarifications.
- ❖ Collectively, the more content that is included in the hand-off process, the less chance an individual takes to be exposed to risk.
- ❖ It does not appear to be either the amount of time or formality of time devoted to the hand-off process that leads to more risk. Instead, it appears to be influenced by the presence of interruptions and ability to clarify. Specifically, risk exposure is more prevalent when interruptions are present with no attempt to limit them and when the ability to ask questions, verify information, or utilize historical data is not allowed.

Although the practical significance is questionable, it is striking that the overall message is that quality and the ability to get more information (e.g., patient information, hand-off type, content) is important to those who have been exposed to risk in the hand-off process.

Timing Hand off

A chi-square test of independence was conducted to assess the relationship between the presence of a “formal hand-off period” and the length of time devoted to hand off. A general summary of differences regarding timing of the hand-off process include:

- ❖ The presence of a formal time period is also indicative of longer hand-off periods, an attempt to limit interruptions coupled with fewer actual interruptions, and time to ask

questions, verify information, and review historical data. The presence of this formal time period does not differ during weekends and holidays.

- ❖ The optimal length of hand off is 16-30 minutes based on survey responses. This period allows for a greater ability to ask questions, verify information, and review historical data. It is also the least impacted by interruptions (due to the increased attempt to limit them) and is the most stable over weekends and holidays. It should be noted that we don't know if this information is relative for one nurse providing hand-off communication to one nurse or a group of nurses and how much time needs to be devoted to providing communication for one patient or a group of patients. These data were not collected.
- ❖ The greatest effect sizes (i.e., practical significance) appear to include the relationships of asking questions, verifying information, and reviewing historical data. It appears that if one is likely, the others are also likely. In addition, the ability to ask this information is linked to attempts to limit interruption and the actual incidence of interruption.

The overall message here is the need to have a formal, short (16-30 minutes) and structured (no interruptions and attempt to limit) hand off. Those who do tend to allow for the ability to verify and review information are also the least affected by staffing differences (e.g., weekends and holidays).

Nurse Manager vs. Staff Nurse Comparisons

A multivariate analysis of variance was conducted to assess the effects of respondent title on the hand-off processes.

- ❖ Overall, nurse managers tended to respond in a socially desirable manner (i.e., in adherence to the highest standards). However, for many comparisons, the corresponding effect sizes were small.
- ❖ Those analyses with medium effects include a tendency for nurse managers to believe that a higher degree of action is taken to limit interruptions and opportunity is made available to verify information or review historical data.

Recommendations

Recommendations #1 and #2 are based on the VHA Nursing Hand-Off Survey results.

1. The Office of Nursing Services, in collaboration with the VHA Office of Information, will develop a standardized electronic framework for communicating Patient Hand Offs.
2. The Office of Nursing Services will identify patient risks associated with interruptions during shift report and identify/publish best practices that eliminate risk.

The following recommendations are based on the Office of Nursing Services issue brief entitled "Issue Brief on Patient Hand-off Communication: Night Shift Tour of Duty and Time Keeping Challenges for Nursing Change of Shift Report":

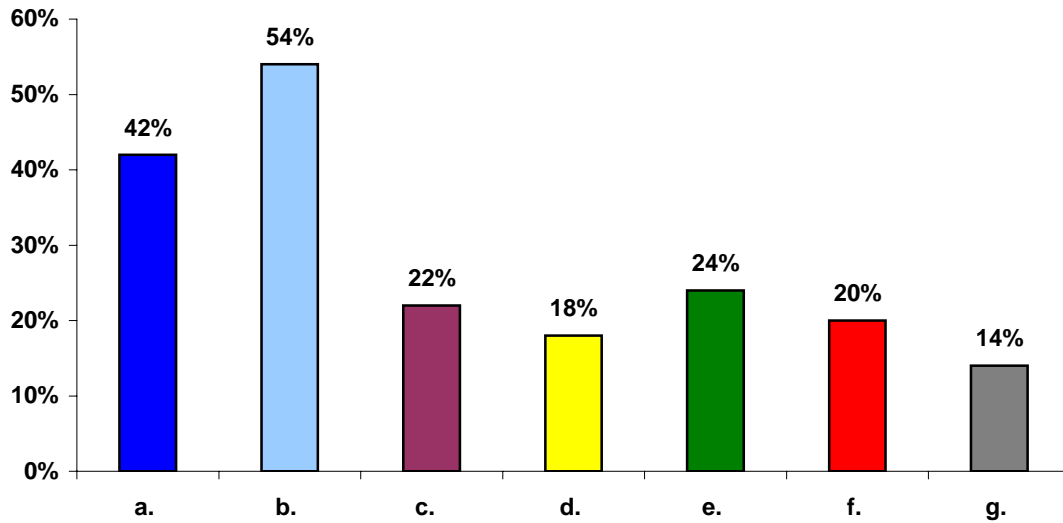
3. The clinical executive team (Chief Nurse Executive and Chief of Staff) at each facility will ensure that tours of duty are adjusted for appropriate numbers of staff to facilitate effective inter-shift communication and to specifically address issues for shift overlap between all tours of duty. Adjust the night tour to an 11:30 p.m. – 8 a.m. shift with a designated meal time and without compensatory/overtime payment.

During the interim of accomplishing recommendation #3, designate at least one registered nurse on each unit with an overlapping tour to report at 11:30 p.m. – 8:00 a.m. to receive patient communication from the evening shift.

4. The Office of Financial Systems and the Office of Human Resources will revise the PAID system to record actual hours worked per 24 hours without assigning a specific day, evening, or night shift and allow recording of actual hours worked within a pay period.

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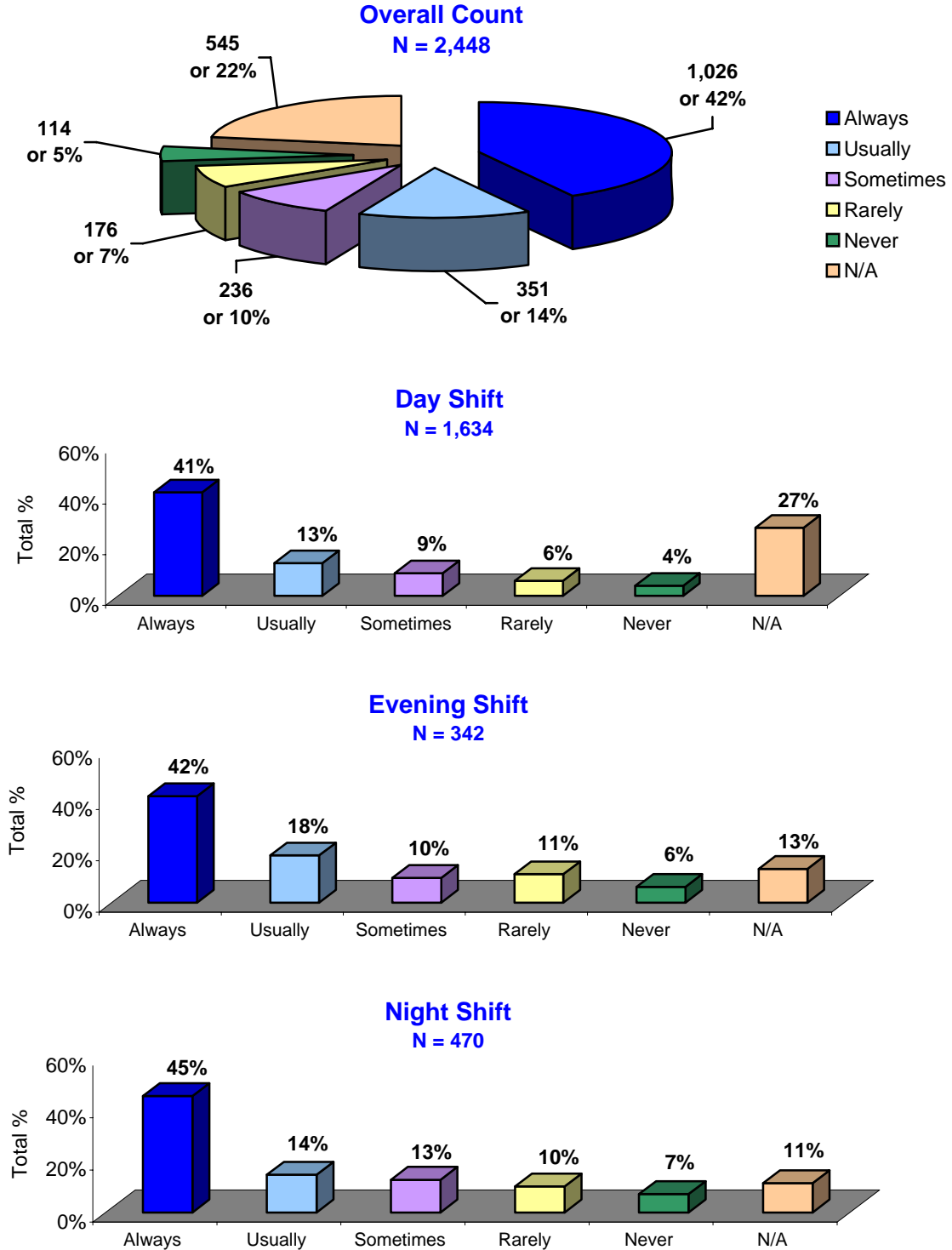
Q3a-g. Hand-off processes that are "always" used in your work area



- a. The previous shift charge nurse personally briefs the on-coming charge nurse
- b. A nurse from the previous shift briefs a nurse on the on-coming shift
- c. Staff Nurses of the previous shift meet as a group with on-coming shift staff nurses
- d. The previous shift charge nurse tape records patient care information for on-coming shift
- e. Staff nurse(s) of the previous shift tape records patient care information for on-coming shift
- f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information
- g. Uses other hand-off process

Q3. Please identify the hand-off processes that are used in your work area

a. The previous shift charge nurse personally briefs the on-coming charge nurse



Questions 3a - 3g describes different types of hand-off processes. RNs were asked to identify the hand-off processes that were used in their work area. If the hand-off process was used, RNs were asked to quantify how often the process was used. Forty-two percent of the RNs reported the hand-off process where the previous shift charge nurse personally briefs the on-coming charge nurse was "always" used.

The day shift utilizes this hand-off process to a lesser degree than evening and night shifts.

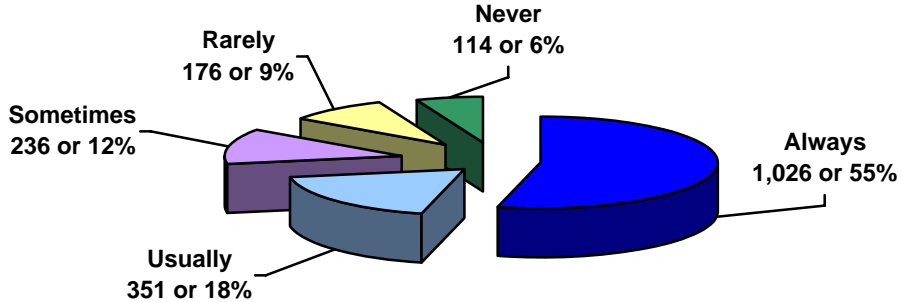
Q3. Please identify the hand-off processes that are used in your work area

Graphs represent data without N/A responses

a. The previous shift charge nurse personally briefs the on-coming charge nurse

Overall Count

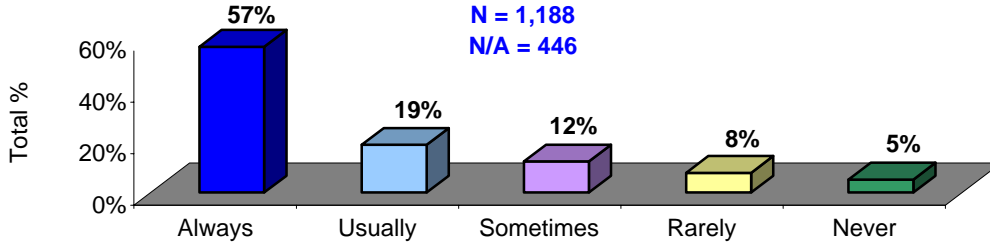
N = 1,903 N/A = 545



Day Shift

N = 1,188

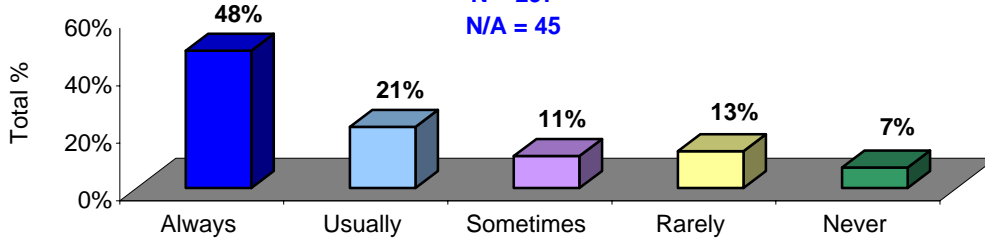
N/A = 446



Evening Shift

N = 297

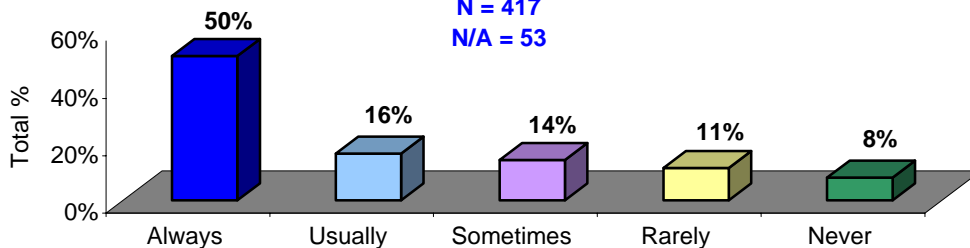
N/A = 45



Night Shift

N = 417

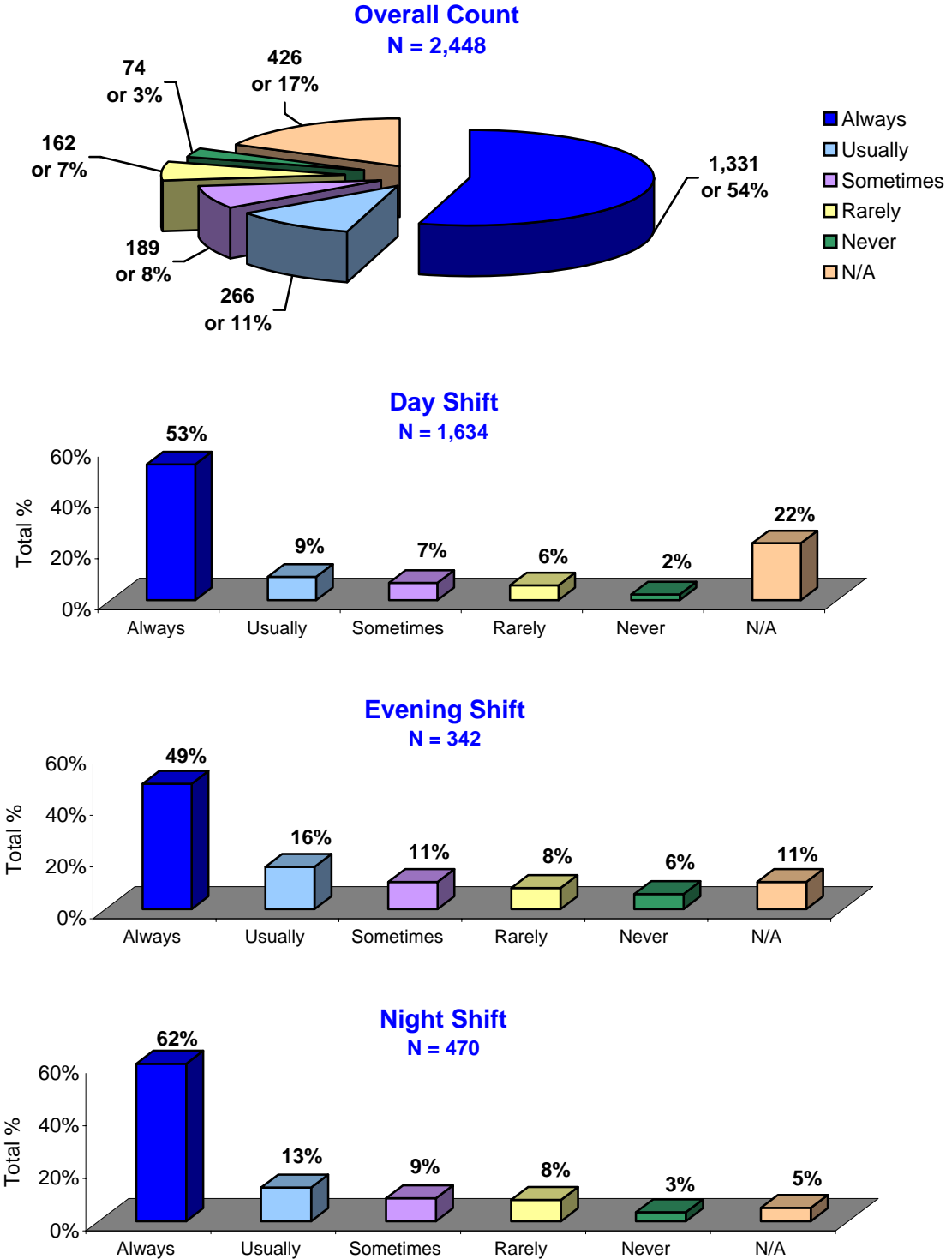
N/A = 53



The day shift utilizes this hand-off process to a lesser degree than evening and night shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

b. A nurse from the previous shift briefs a nurse on the on-coming shift



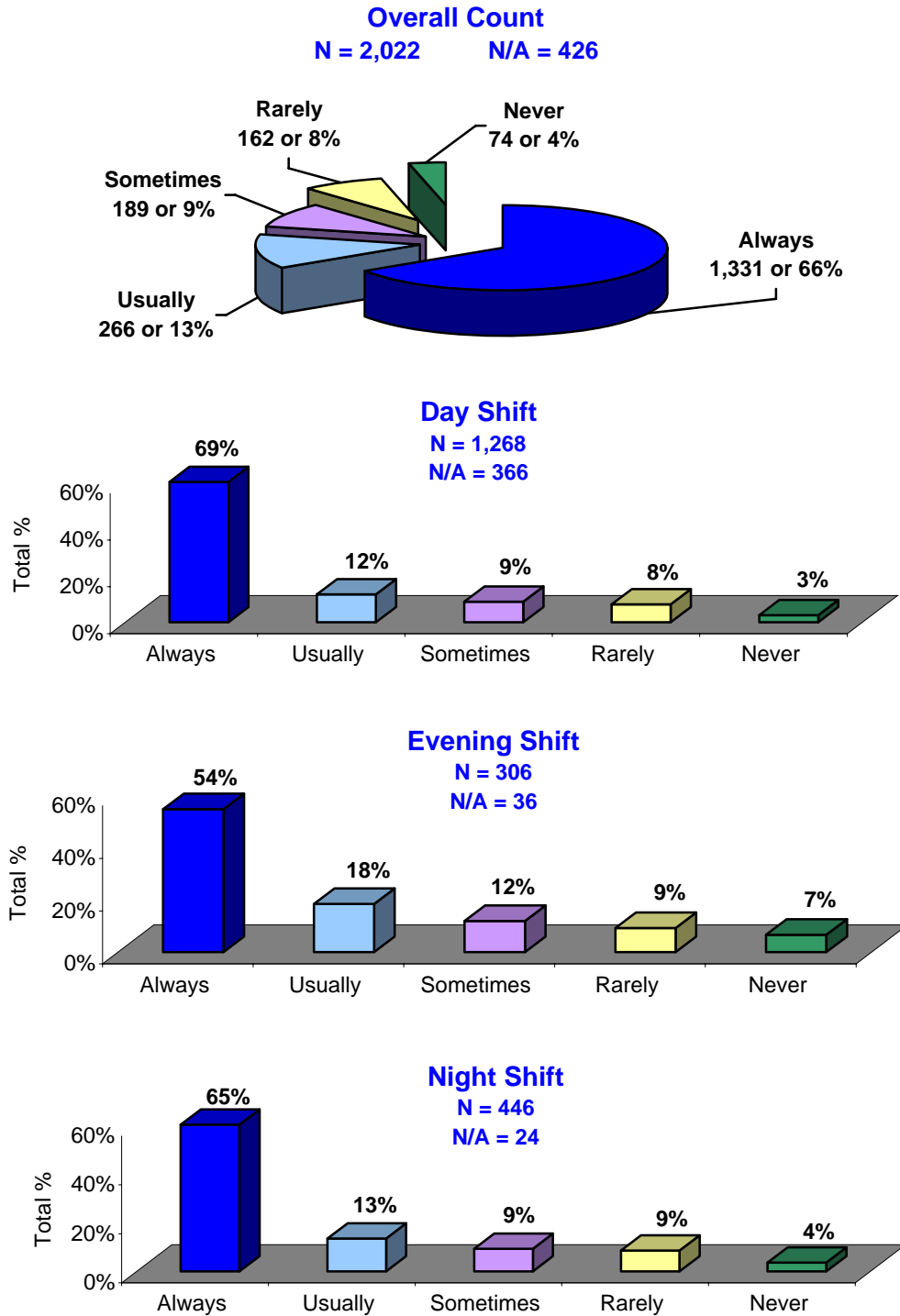
Of the seven hand-off processes described in questions 3a - 3g, the hand-off process, where a nurse from the previous shift briefs a nurse on the on-coming shift, ranked the highest with 54 percent of the RNs reporting that this process is "always" used. When looking at the data by tour of duty groups, 62 percent of night shift RNs reported "always" using this type of hand-off process.

The night shift utilizes this hand-off process more than day or evening shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

Graphs represent data without N/A responses

b. A nurse from the previous shift briefs a nurse on the on-coming shift



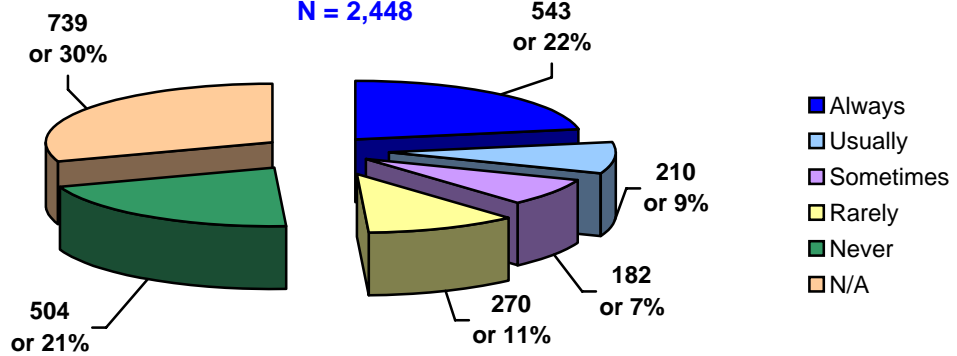
The night shift utilizes this hand-off process more than day or evening shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

c. Staff Nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand off information on patient care

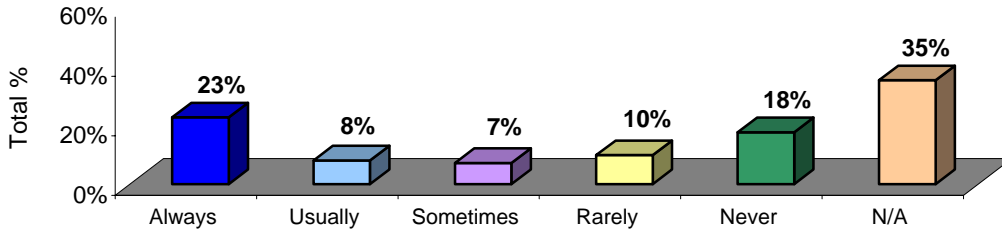
Overall Count

N = 2,448



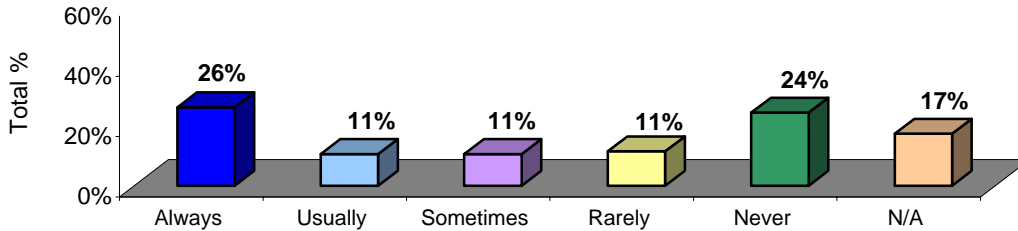
Day Shift

N = 1,634



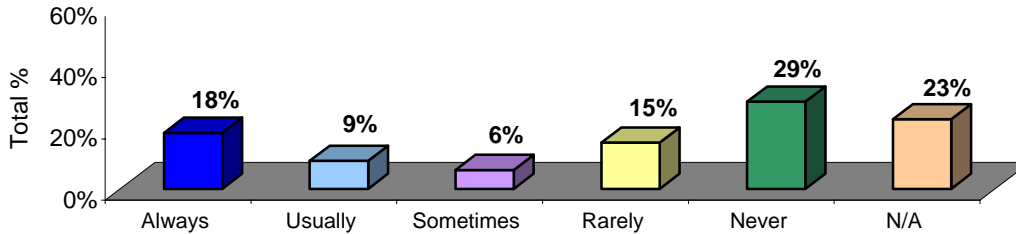
Evening Shift

N = 342



Night Shift

N = 470



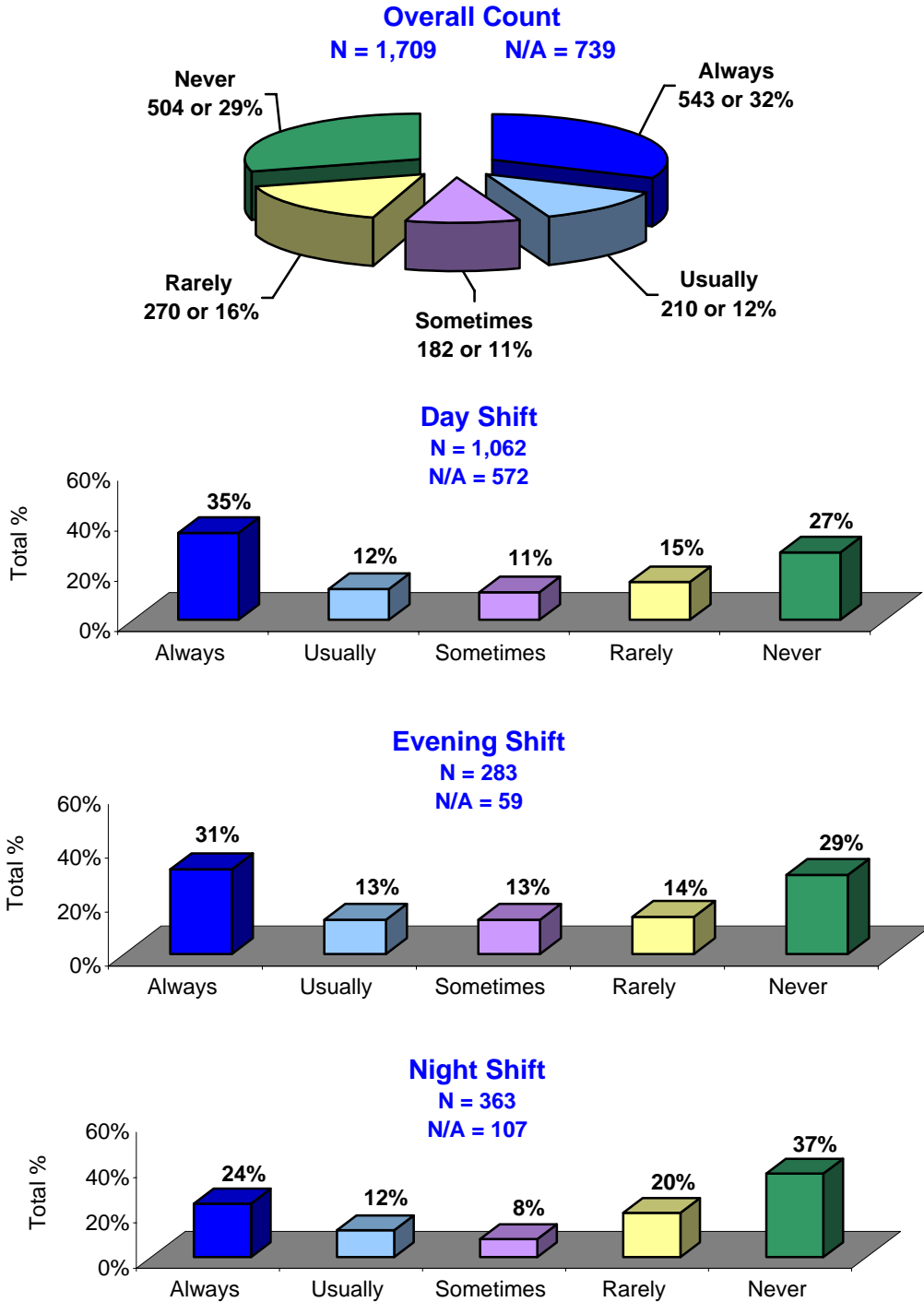
Twenty-two percent of the RNs reported "always" using the process where staff nurses of the previous shift met as a group with staff nurses of the on-coming shift to hand off information on patient care. Work schedules would have to overlap to allow for this type of hand-off process.

The evening shift utilizes this hand-off process more than day or night shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

Graphs represent data without N/A responses

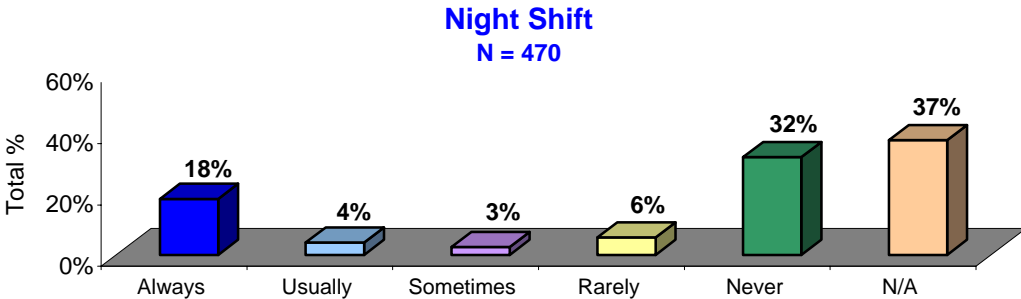
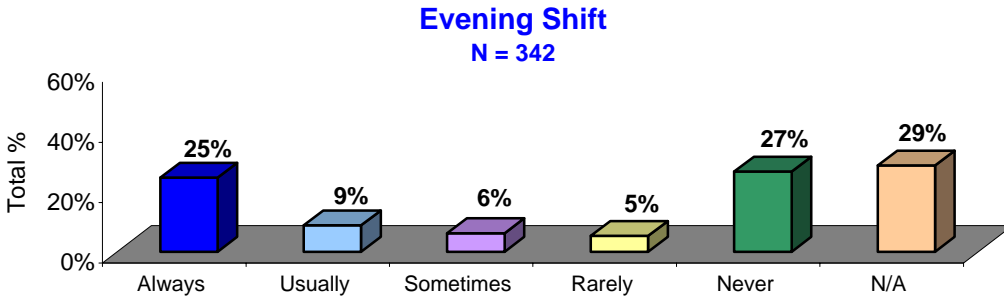
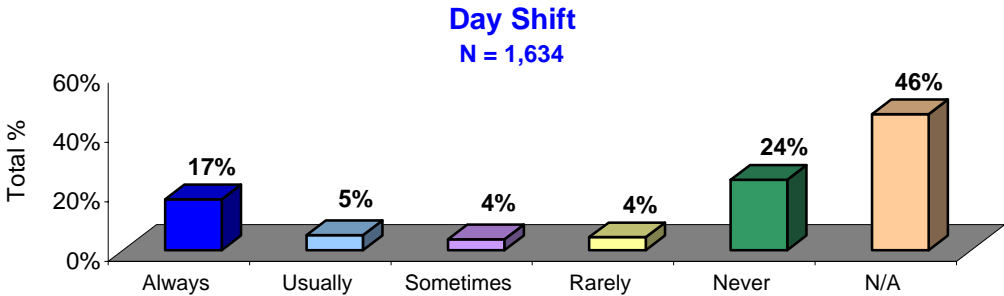
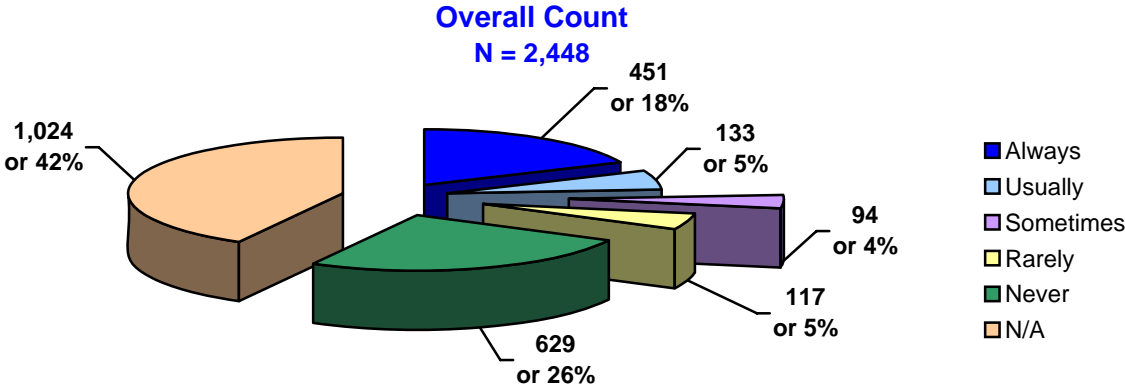
c. Staff Nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand off information on patient care



The evening shift utilizes this hand-off process more than day or night shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

d. The previous shift charge nurse tape records patient care information for on-coming shift



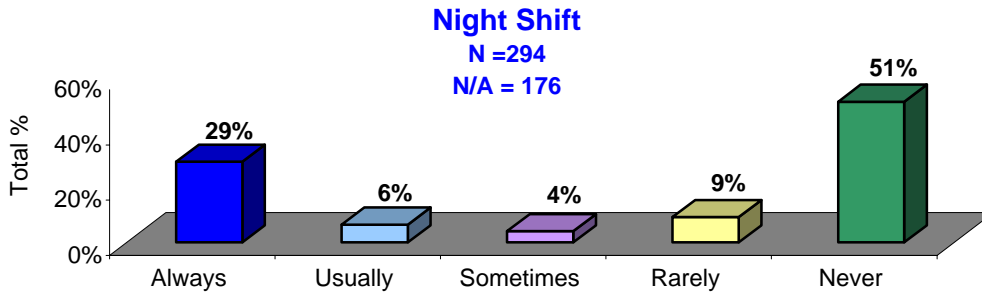
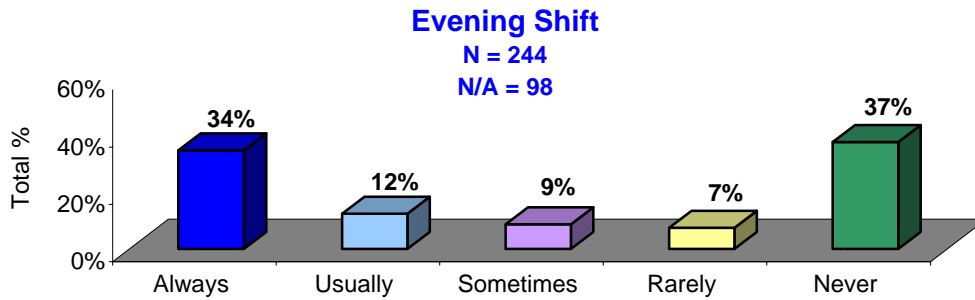
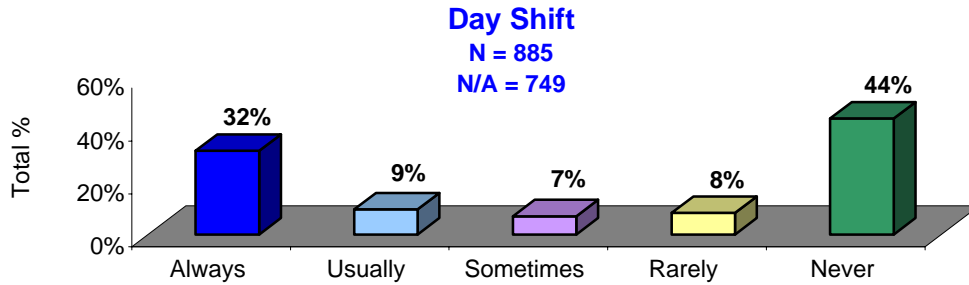
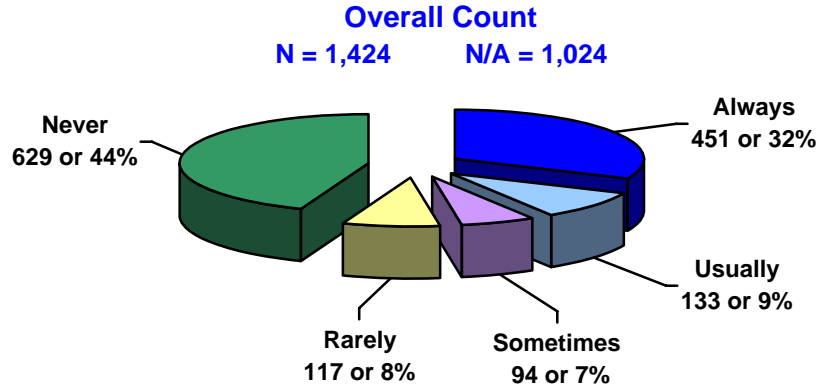
Another type of hand-off process is for the previous shift charge nurse to tape record patient care information for the on-coming shift. Eighteen percent of the RNs reported that this type of hand-off process is "always" used in their work area.

The evening shift utilizes this hand-off process more than day or night shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

Graphs represent data without N/A responses

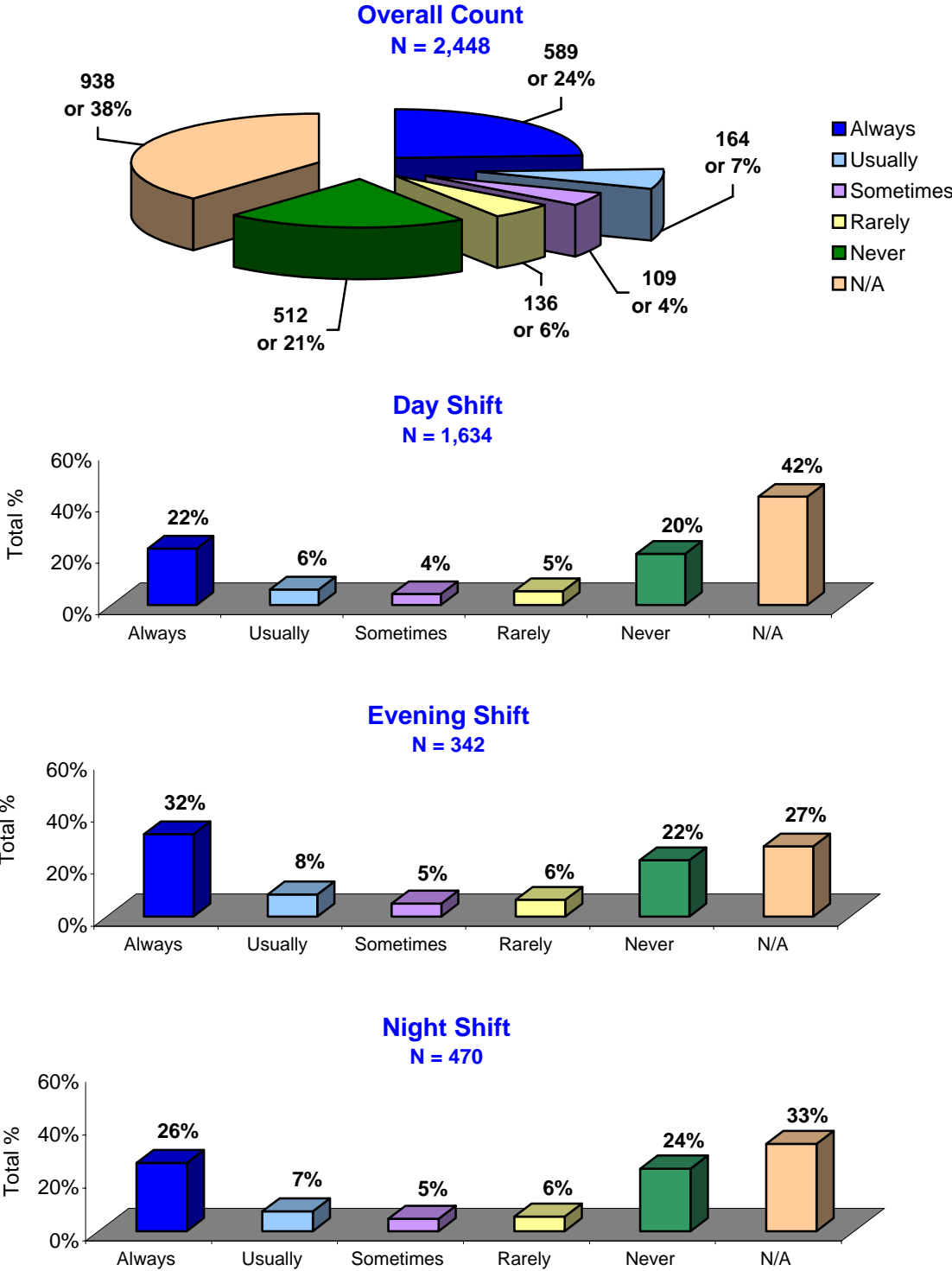
d. The previous shift charge nurse tape records patient care information for on-coming shift



The evening shift utilizes this hand-off process more than day or night shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

e. Staff nurse(s) of the previous shift tape records patient care information for on-coming shift



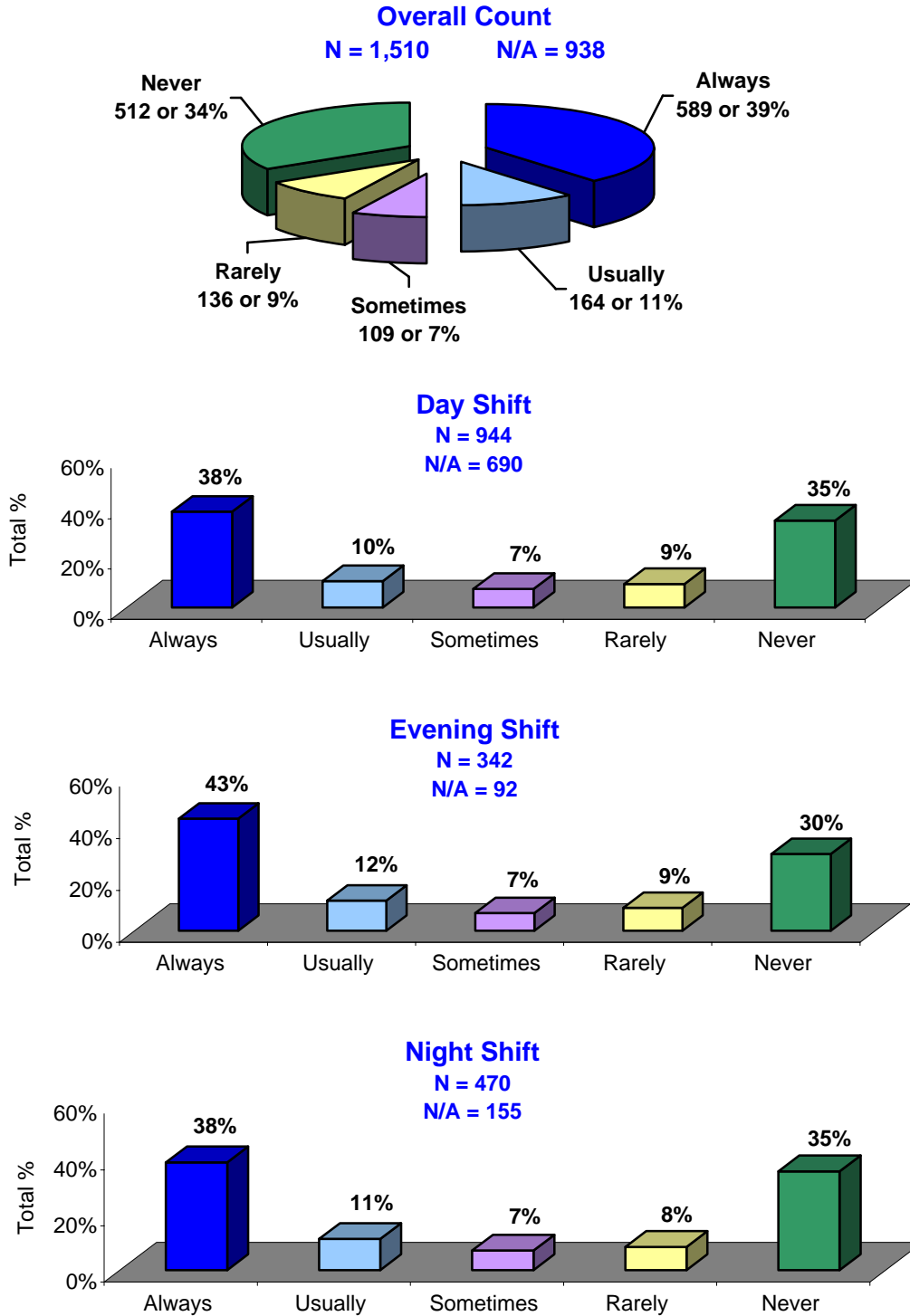
In the hand-off process described in 3e, the staff nurse or staff nurses from the previous shift tape records patient care information for the on-coming shift. Twenty-four percent of the RNs reported that this type of hand-off process is "always" used in their work area. A higher percentage was observed for "always" using this hand-off process for the evening shift when looking at the data by tour of duty.

The day shift utilizes this hand-off process to a lesser degree than evening and night shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

Graphs represent data without N/A responses

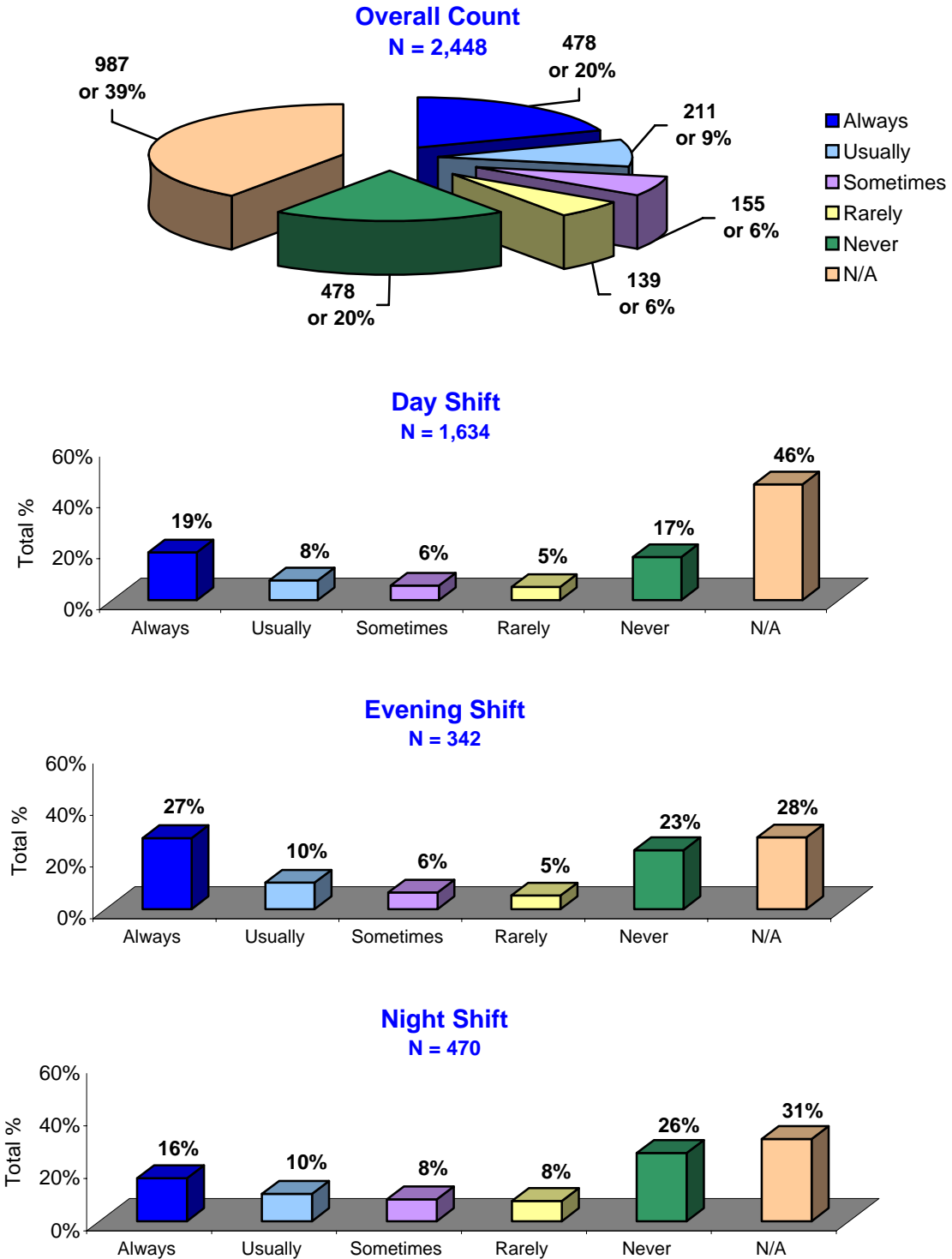
e. Staff nurse(s) of the previous shift tape records patient care information for on-coming shift



The day shift utilizes this hand-off process to a lesser degree than evening and night shifts.

Q3. (cont.) Please identify the hand-off processes that are used in your work area

f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information



Twenty percent of the RNs who responded to the survey reported always using the DHCP "End of Shift" report to obtain patient care information at the national level. When looking at the data by tour of duty, the evening shift had the highest percent (27%) of RNs reporting "always" using this type of hand-off process to obtain patient care information.

The evening shift utilizes this hand-off process more than day or night shifts.

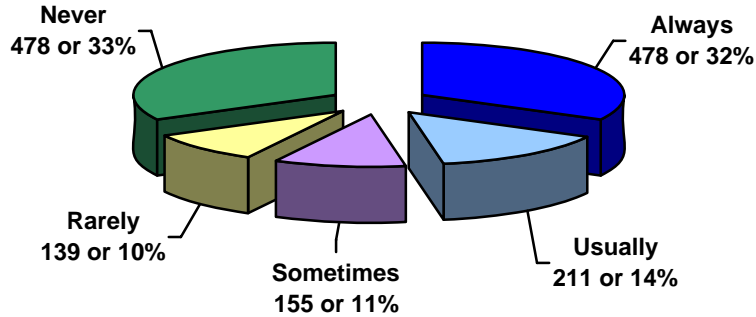
Q3. (cont.) Please identify the hand-off processes that are used in your work area

Graphs represent data without N/A responses

f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information

Overall Count

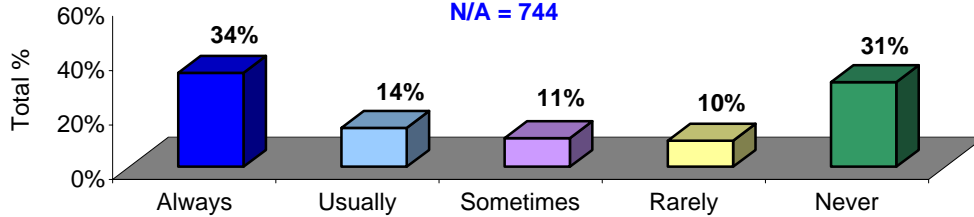
N = 1,461 N/A = 987



Day Shift

N = 890

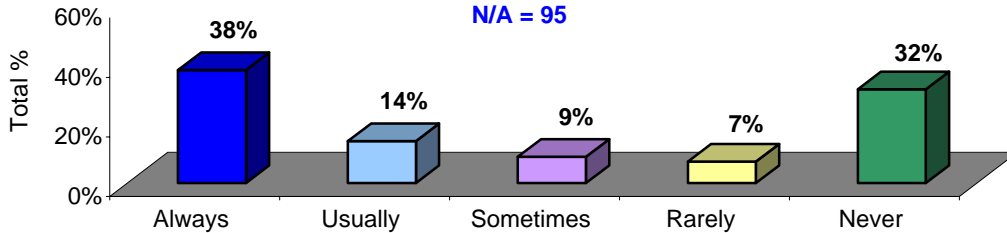
N/A = 744



Evening Shift

N = 247

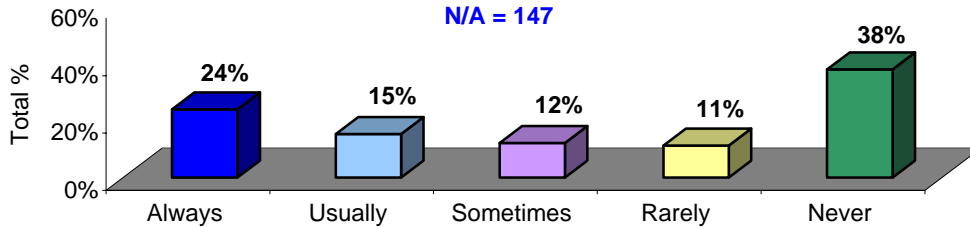
N/A = 95



Night Shift

N = 323

N/A = 147

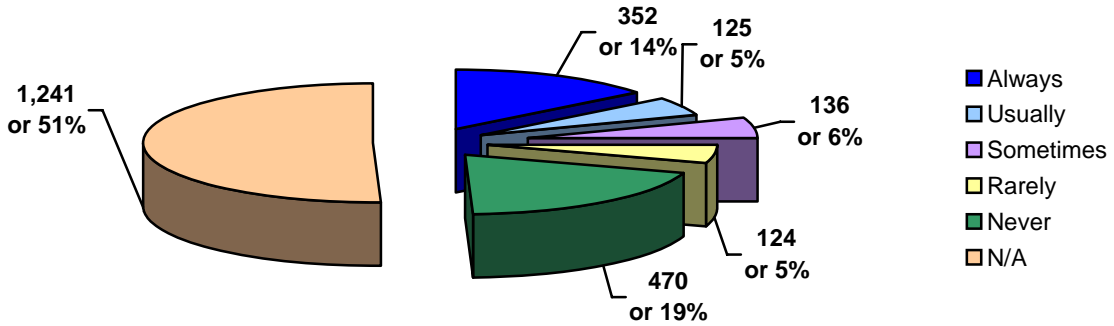


The evening shift utilizes this hand-off process more than day or night shifts.

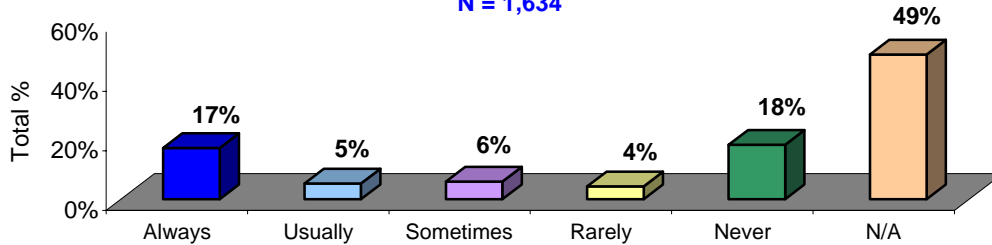
Q3. (cont.) Please identify the hand-off processes that are used in your work area

g. Use other hand-off process

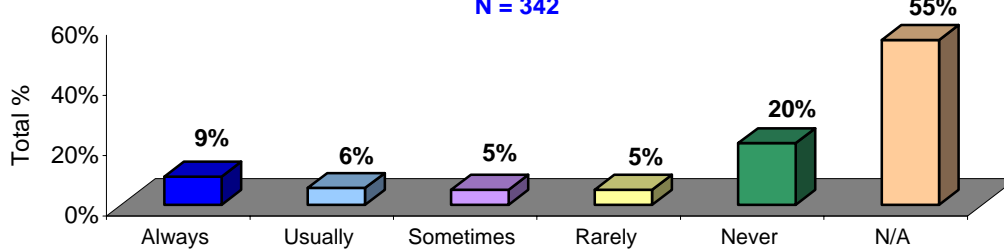
Overall Count
N = 2,448



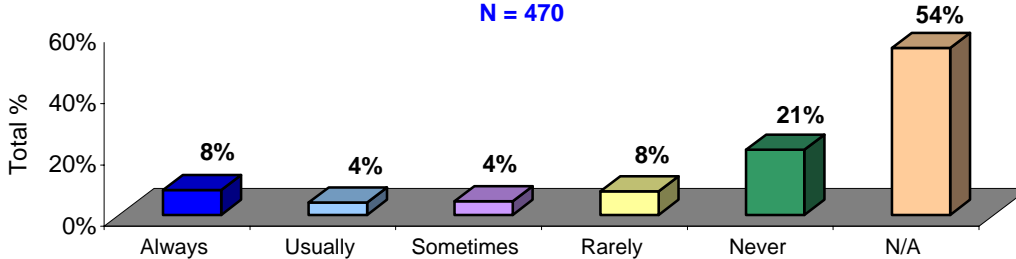
Day Shift
N = 1,634



Evening Shift
N = 342



Night Shift
N = 470



Fourteen percent of RNs reported "always" using a hand-off process that was different than processes described in questions 3a - 3f. RNs on the evening and night shifts reported only 8-9 percent were "always" using other hand-off processes. Some examples of other hand-off processes used were communication board, patient roster, SBAR communication, hand-off tickets, electronic kardex, and walking rounds.

The day shift utilizes this hand-off process more than evening or night shifts.

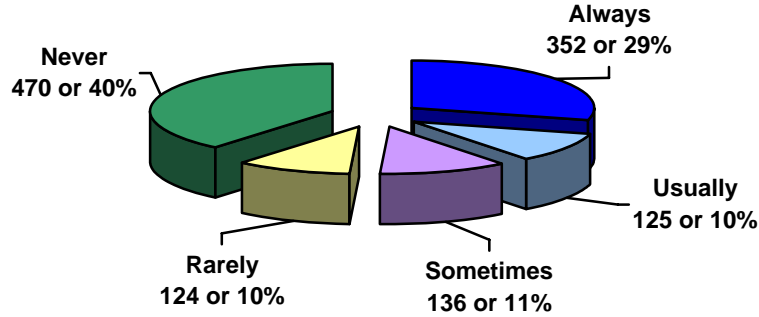
Q3. (cont.) Please identify the hand-off processes that are used in your work area

Graphs represent data without N/A responses

g. Use other hand-off process

Overall Count

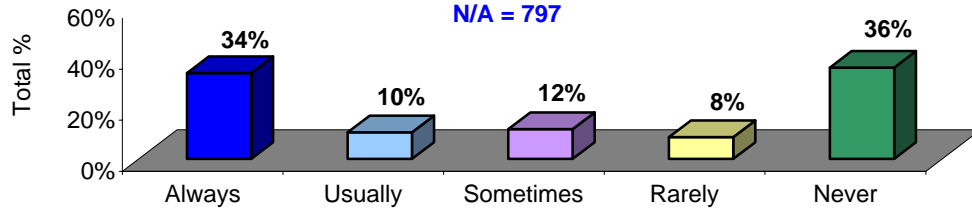
N = 1,207 N/A = 1,241



Day Shift

N = 837

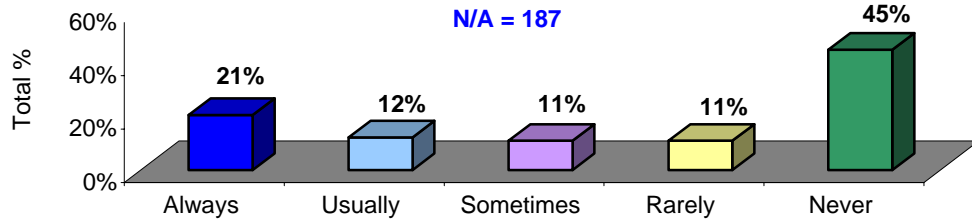
N/A = 797



Evening Shift

N = 155

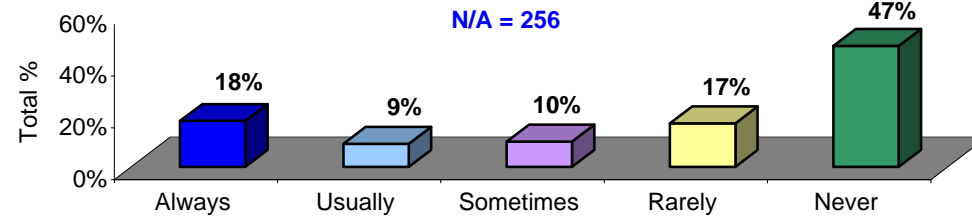
N/A = 187



Night Shift

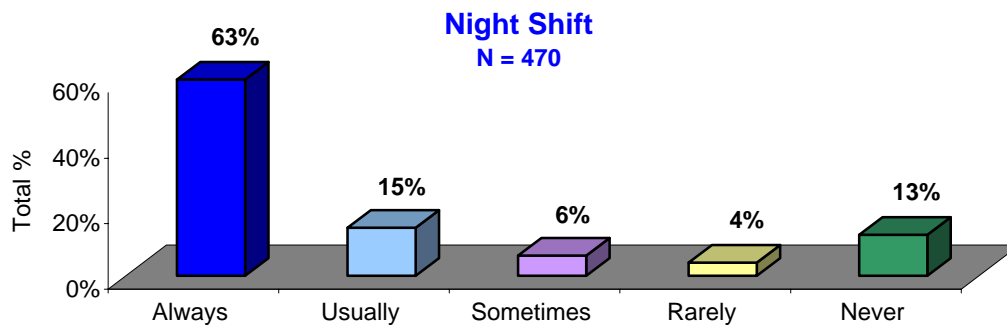
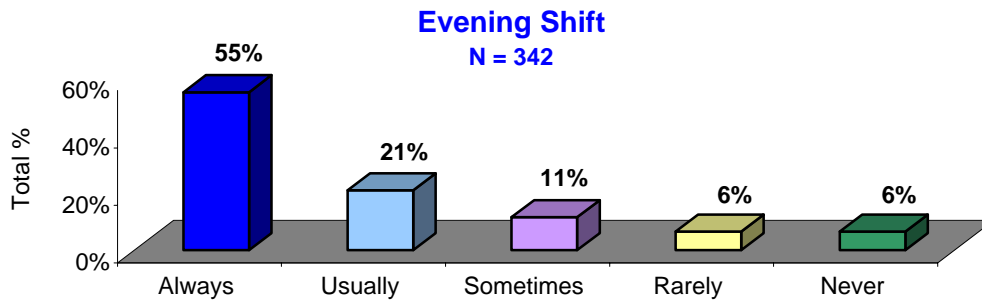
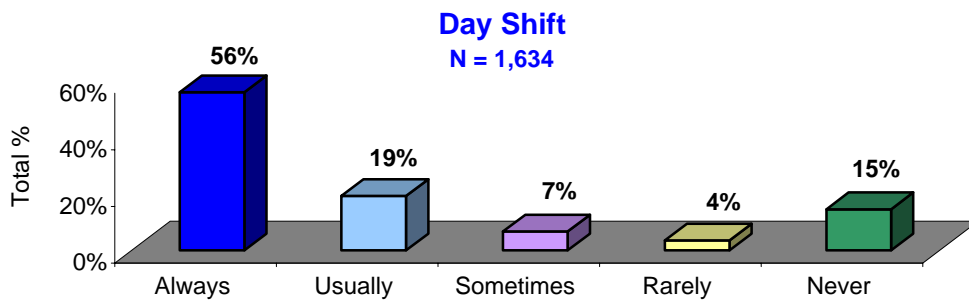
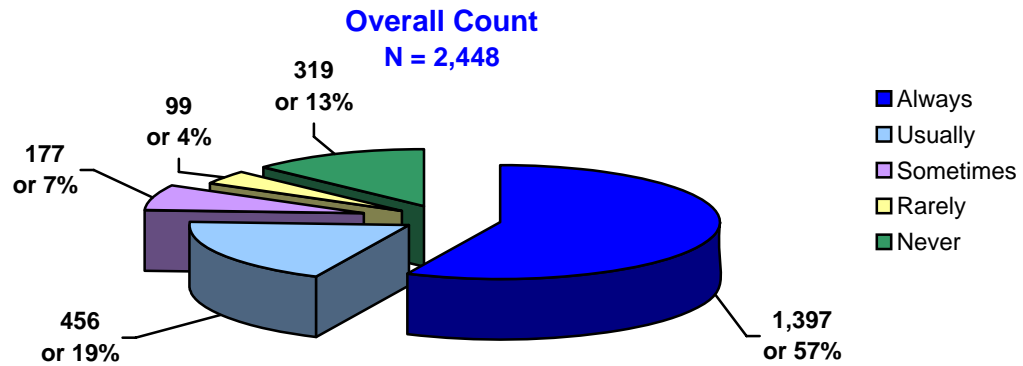
N = 214

N/A = 256



The day shift utilizes this hand-off process more than evening or night shifts.

Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand-off information?



Overall, 57 percent of RNs reported "always" having a "formal period of time" during their work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information.

Although the different shifts do not significantly differ in the provision of a formal time period (i.e., ANOVA result), there is a pattern of responses different than expected given the sample (i.e., chi-square result). Looking at the pattern of responses, the day shift reported a lesser degree of "formal time period" provisions compared to both the evening and night shifts.

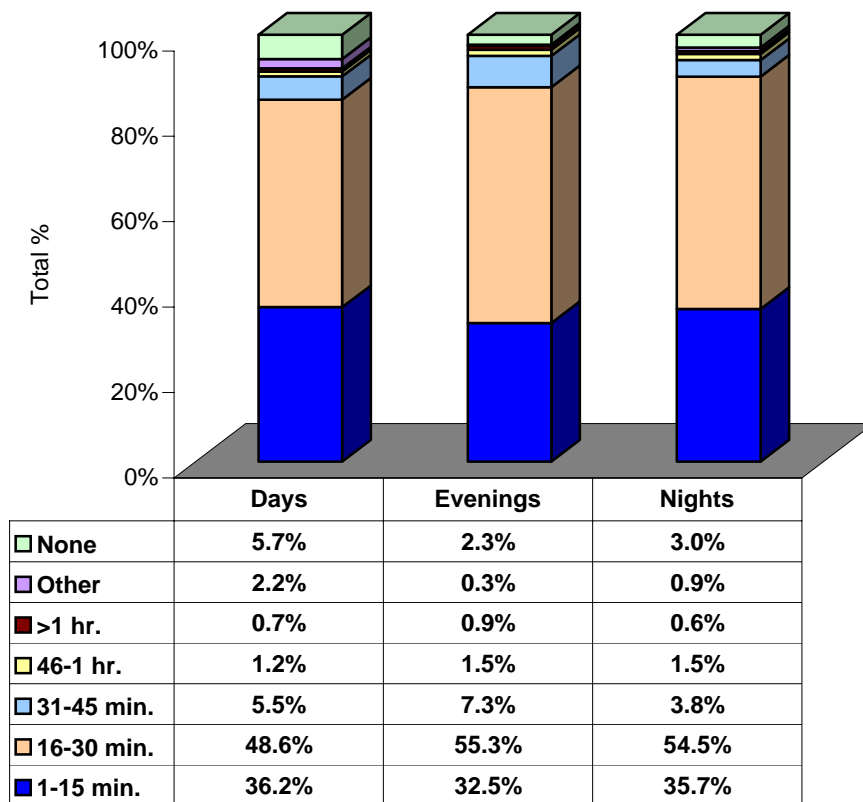
Q5. How much time is devoted to the hand-off process?

Overall Count

N = 2,448

Time	Count	Percent
1-15 min.	871	35.6%
16-30 min.	1,240	50.7%
31-45 min.	132	5.4%
46-1 hr.	31	1.3%
>1 hr.	18	0.7%
Other	41	1.7%
None	115	4.7%

Days N = 1,634 Evenings N = 342 Nights N = 470

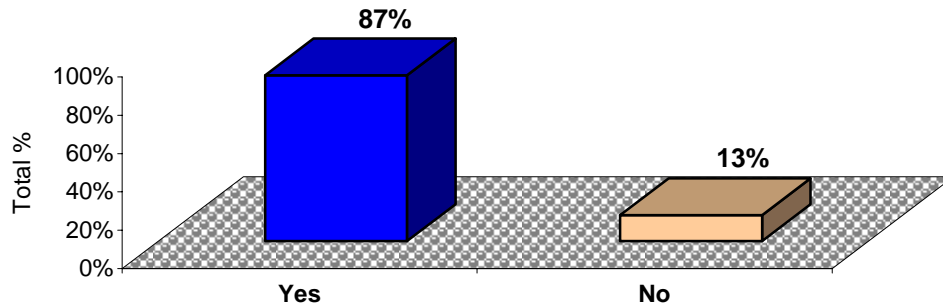


When RNs were asked about the amount of time they devoted to the hand-off process, the majority of RNs (50.7%) selected the 16 - 30 minute timeframe as their response. The 1 - 15 minute time frame was the next most frequently selected response at 35.6 percent. This same pattern presented when looking at the data by shifts.

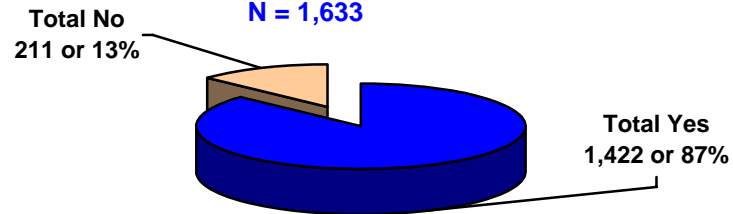
Although the different shifts do not significantly differ in the length of a “formal time period” (i.e., ANOVA result), there is a pattern of responses different than expected given the sample (i.e., chi-square result). It appears that the day shift has a higher incidence of shorter “formal time periods” (e.g., 1-15 minutes) than other shifts. The evening shift appears to have a higher incidence of longer “formal time periods” (e.g., 31-45 minutes). The night shift falls in between.

Q6. Does this hand-off process include an opportunity for you to ask and respond to questions?

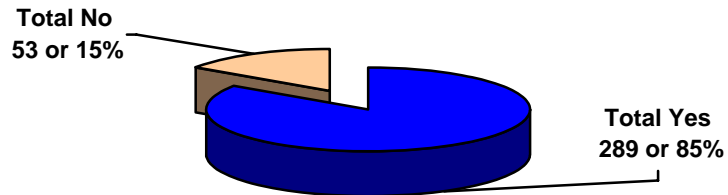
Overall Count
N = 2,447



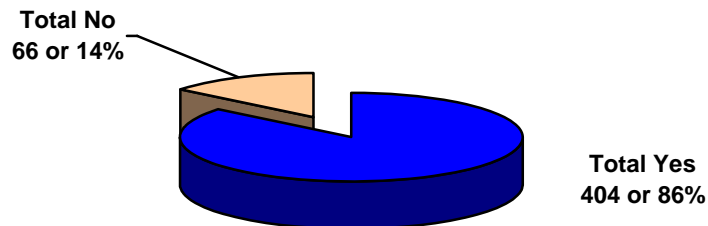
Day Shift
N = 1,633



Evening Shift
N = 342



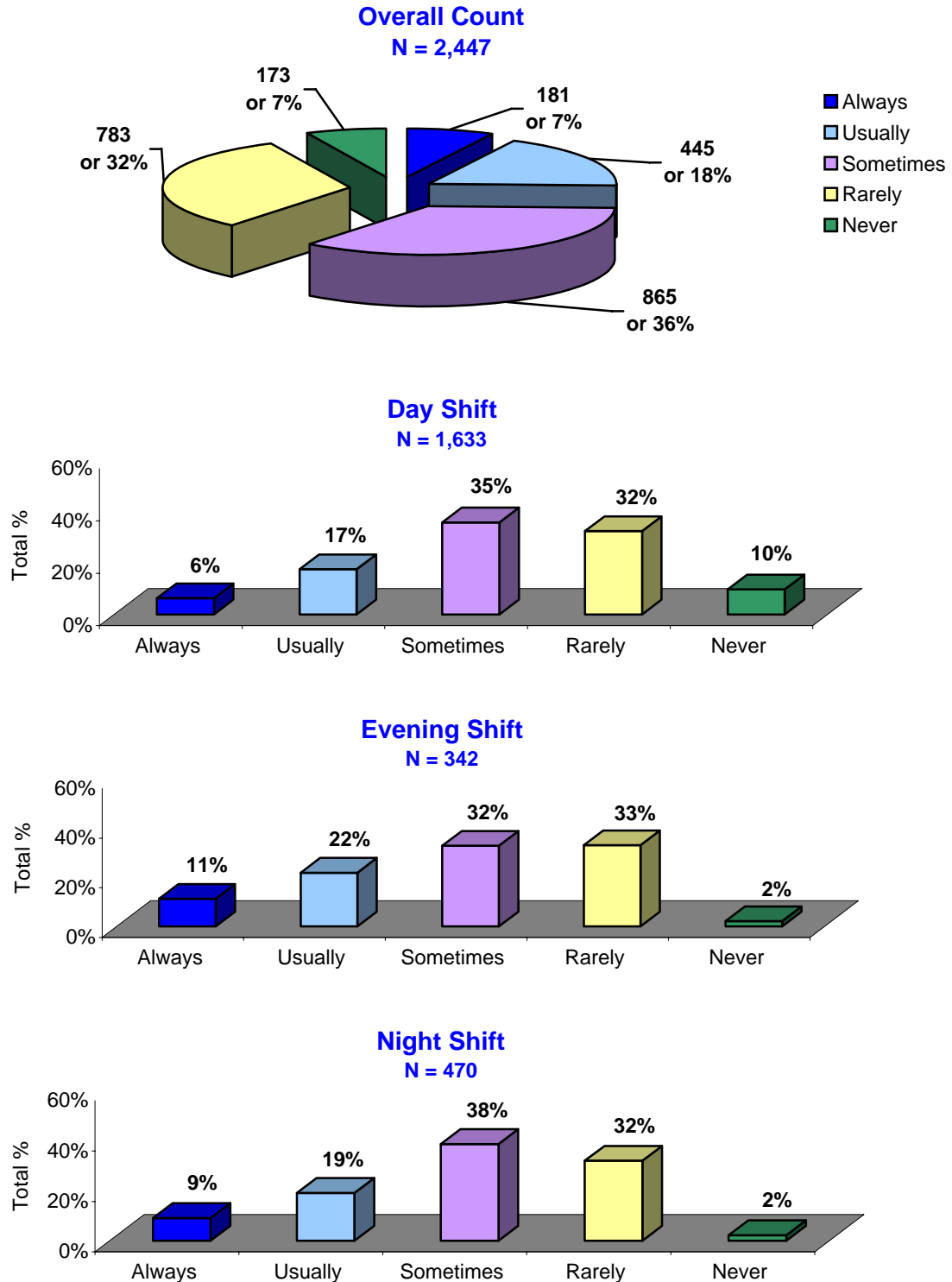
Night Shift
N = 470



According to the survey responses, 87 percent of RNs reported the hand-off process included an opportunity to ask and respond to questions. The data showed a very similar response rate when the data was grouped by tour of duty.

All shifts provide equal opportunity to ask questions during hand off.

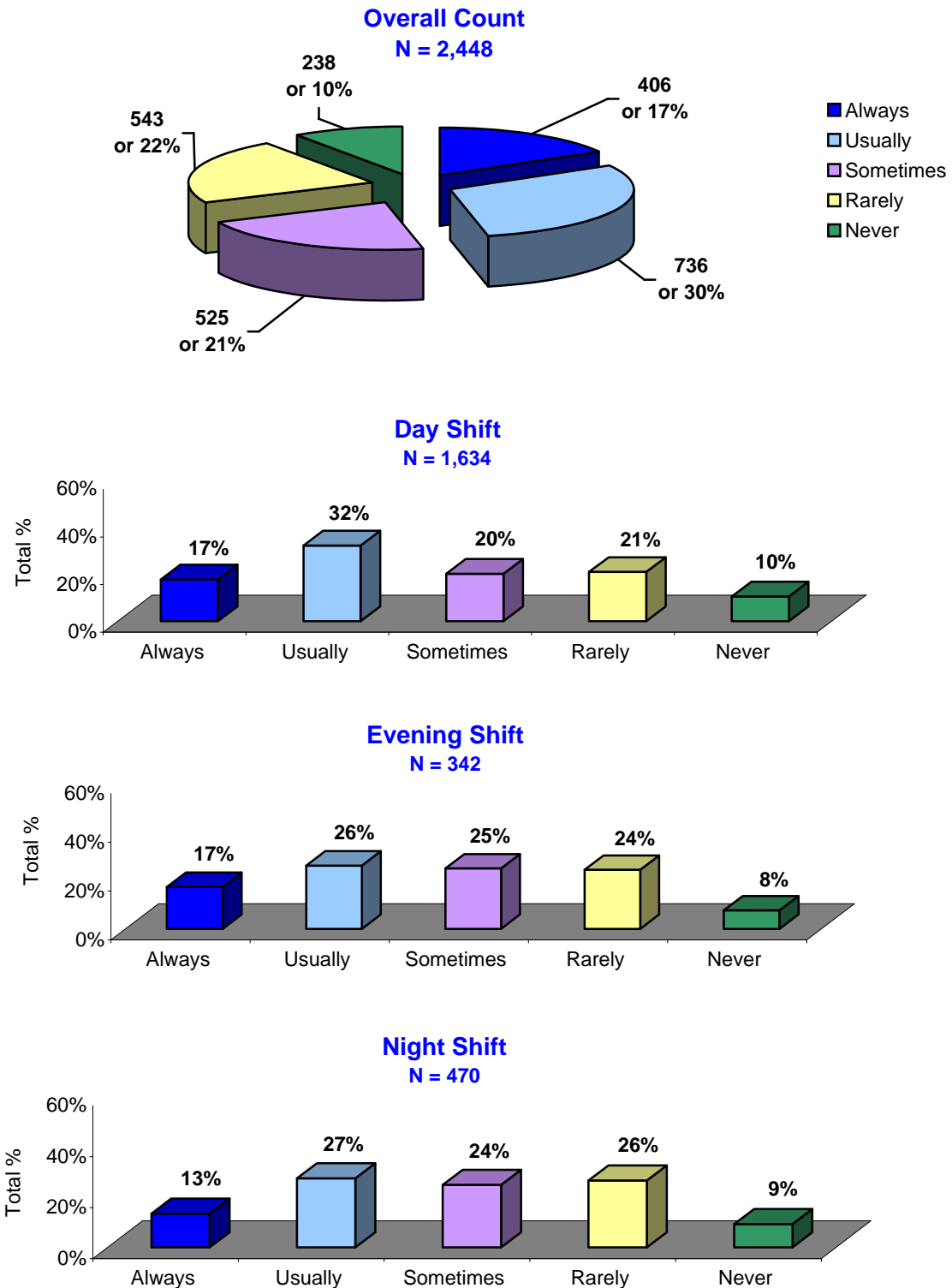
Q7. How often do distractions interrupt the hand-off process?



RNs were asked to report how often distractions interrupted the hand-off process. Overall, 36 percent of the RNs reported distractions interrupted the hand-off process "sometimes". Thirty-two percent of the RNs reported that distractions interrupted the hand-off process "rarely" or about (25%) of the time.

Evening and night shifts had a significantly higher degree of interruptions during their hand-off procedures.

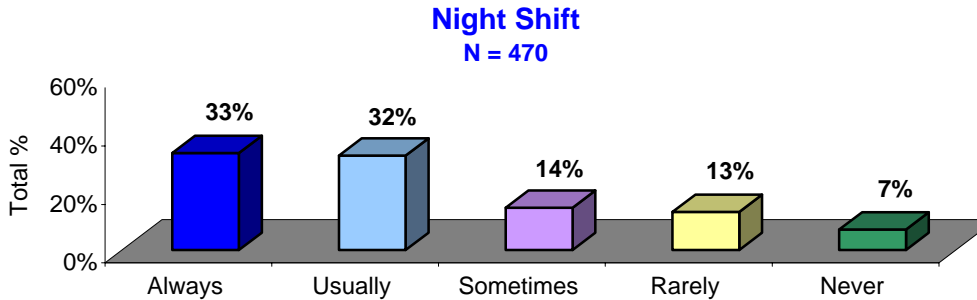
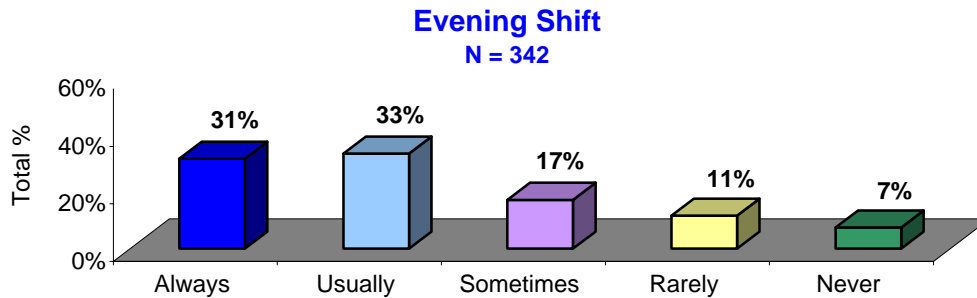
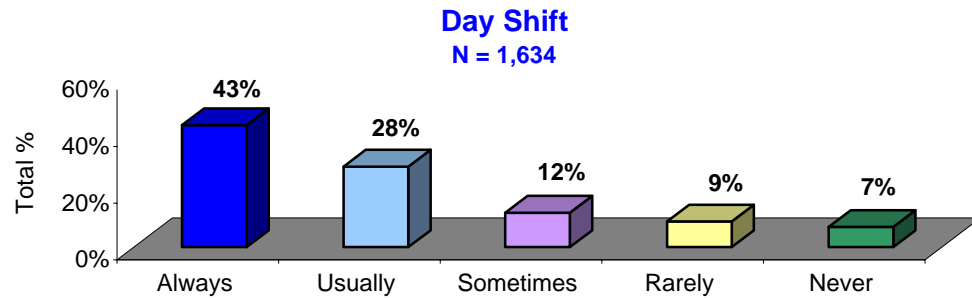
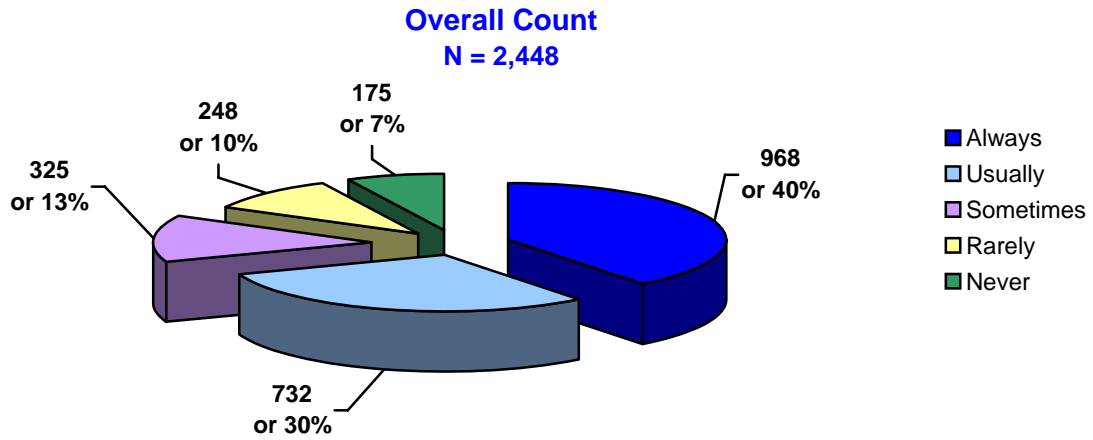
Q9. How often are actions taken to limit interruptions during the hand-off process to minimize the possibility that information would fail to be conveyed or forgotten?



When RNs were asked about how often actions were taken to limit interruptions during the hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten, 17 percent of the RNs stated actions were "always" taken, 30 percent stated actions were "usually" taken, and 22 percent stated actions were "sometimes" taken.

It appears that the day shifts take a larger degree of action to prevent distractions during hand-off, as opposed to the night shift.

Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate?

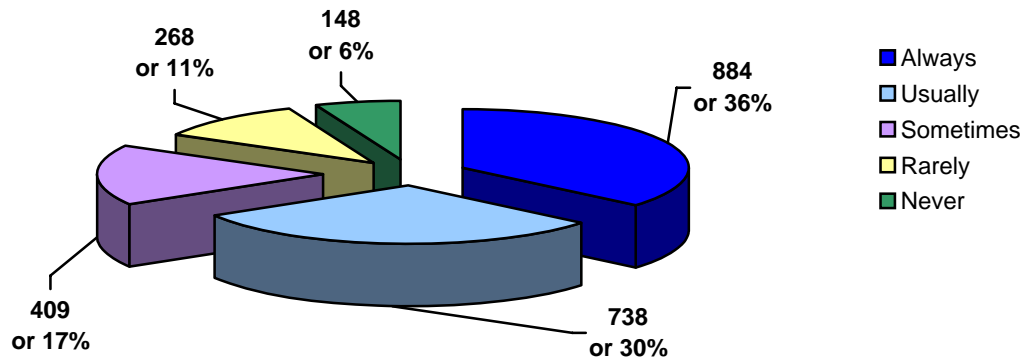


The results for this question varied from 43 percent of RNs on the day shift reported the hand-off process "always" allows for verification of the received information to 31 percent of the RNs on the evening shift.

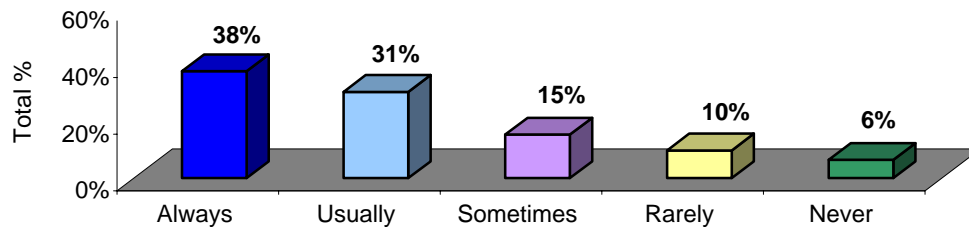
Day shift provides a higher degree of ability to verify hand-off information when compared to both night and evening shifts.

Q11. Do you, as the receiver of information, have an opportunity to review relevant patient historical data, which may include previous care, treatment, and services?

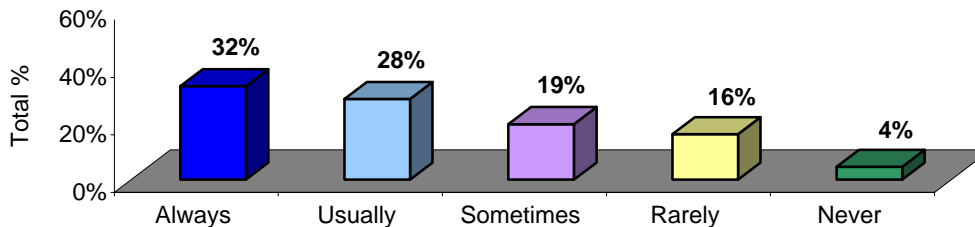
Overall Count
N = 2,447



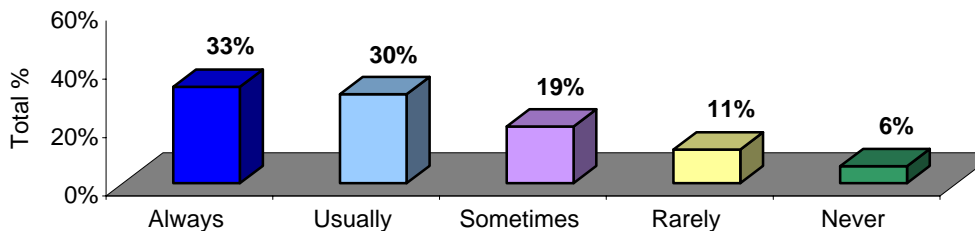
Day Shift
N = 1,633



Evening Shift
N = 342



Night Shift
N = 470

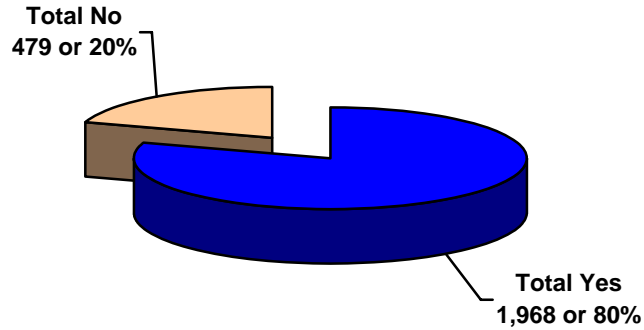


Thirty-six percent responded that they always have an opportunity to review relevant patient historical data.

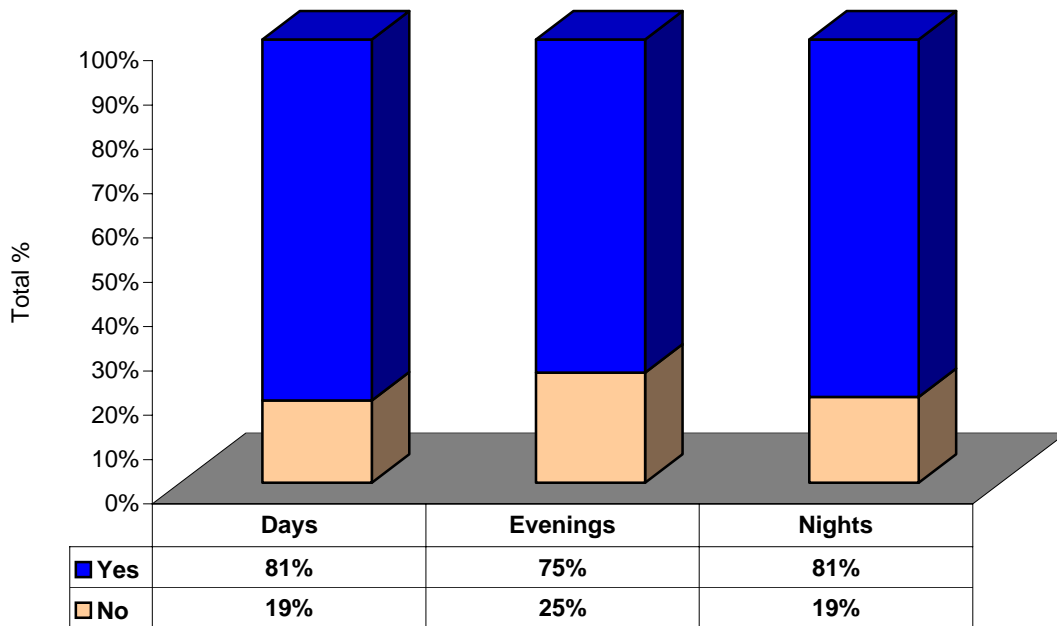
Although the different shifts do not significantly differ in the opportunity to review historical information (ie., ANOVA result), there is a pattern of responses different than expected given the sample (ie., chi-square result). Looking at the pattern of responses, the day shift appears to have the greatest opportunity to review historical information.

Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift?

**Overall Count
N = 2,447**



Days N = 1,633 Evenings N = 342 Nights N = 470

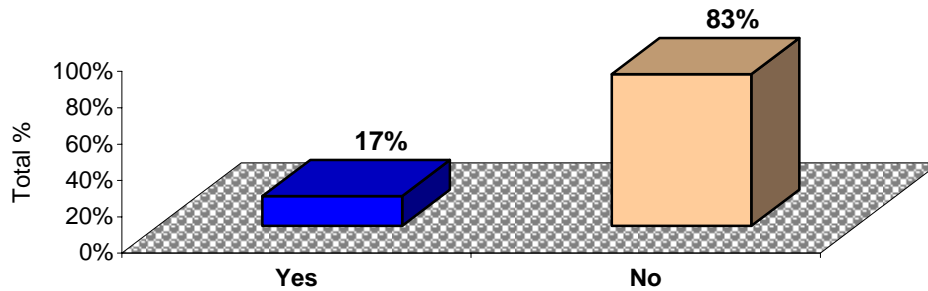


Eighty percent of all the respondents reported the hand-off process was the same for a 8-hour, 10-hour, or 12-hour shift. Looking at the information grouped by tour of duty, 75 percent of the evening shift respondents reported the hand-off process was the same.

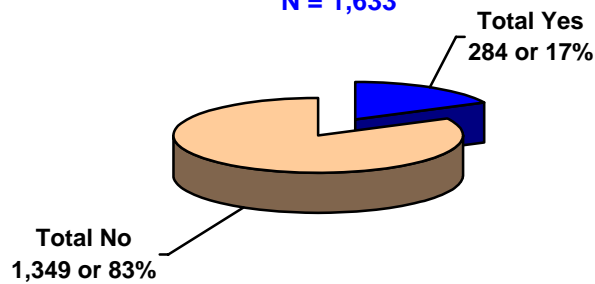
It appears that the evening shift has more differences in the implementation of hand-off processes as a result of shift length.

Q13. Does the hand-off process for a weekend or holiday differ from the hand-off process for the weekday?

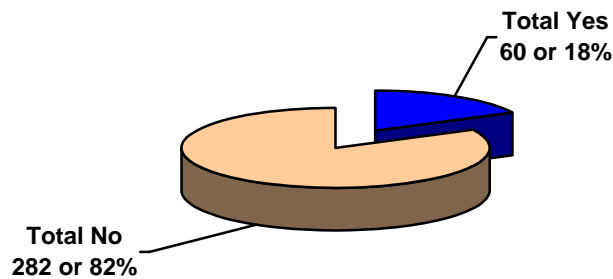
Overall Count
N = 2,447



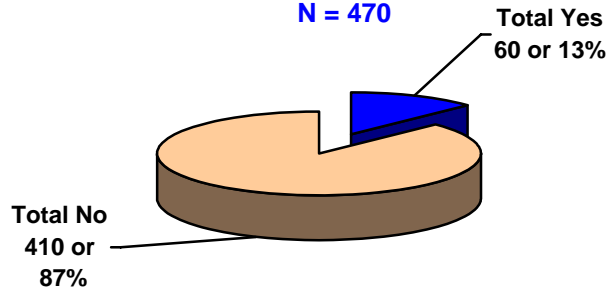
Day Shift
N = 1,633



Evening Shift
N = 342



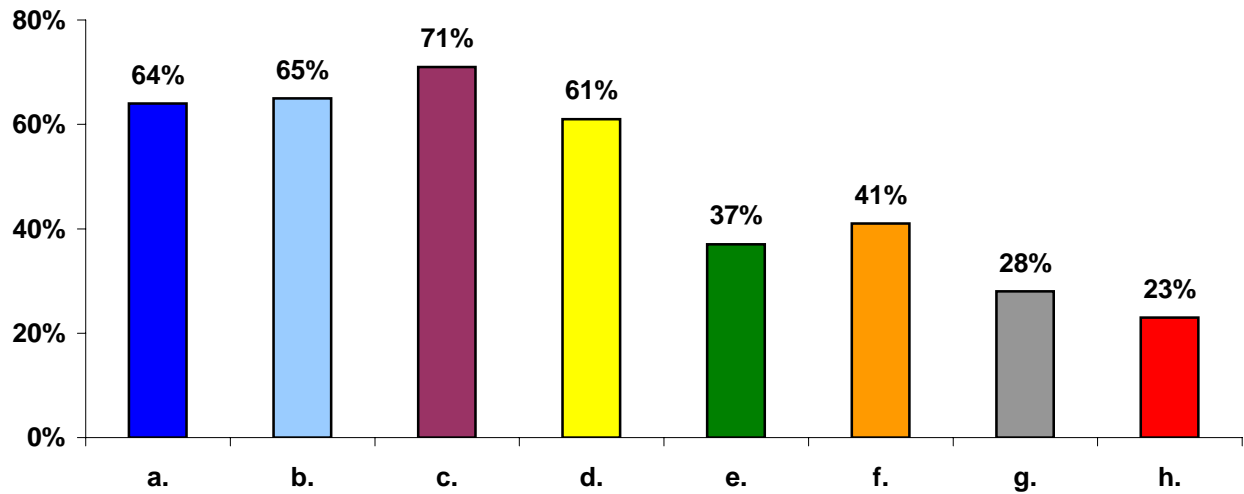
Night Shift
N = 470



Based on survey results, the majority of respondents (83%) stated the hand-off process for a weekend or holiday did not differ from the hand-off process for the weekday.

The results of the chi-square revealed no significant pattern in hand-off processes during holidays, $X^2 (2) = 5.961, p > 0.05$.

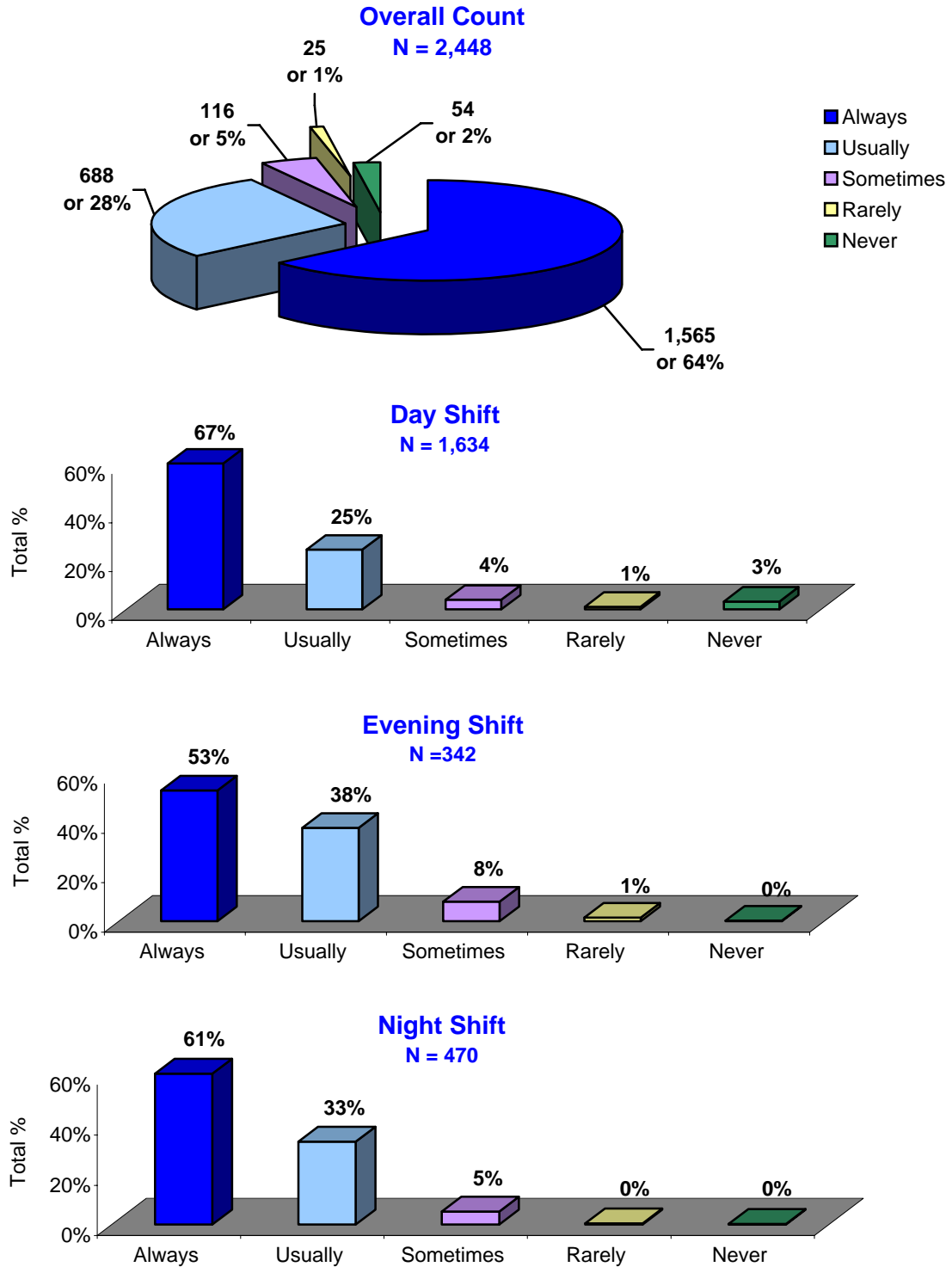
Q14a-h. Please identify what content information is "always" included in the hand-off process in your work area



- a. Includes up-to-date (key) information regarding patient care, treatment, and services
- b. Includes up-to-date information regarding patient condition and any recent or anticipated changes
- c. Includes details on patients requiring one-on-one care
- d. Includes details on special patient safety concerns, e.g., fall risk, elopement risk, etc.
- e. Includes details on pharmacy issues or concerns
- f. Includes details that need to be communicated to later shifts
- g. Includes details regarding discharge planning concerns
- h. Includes other information not listed above

Q14. Please identify what content information is included in the hand-off process in your work area

a. Includes up-to-date (key) information regarding patient care, treatment, and services

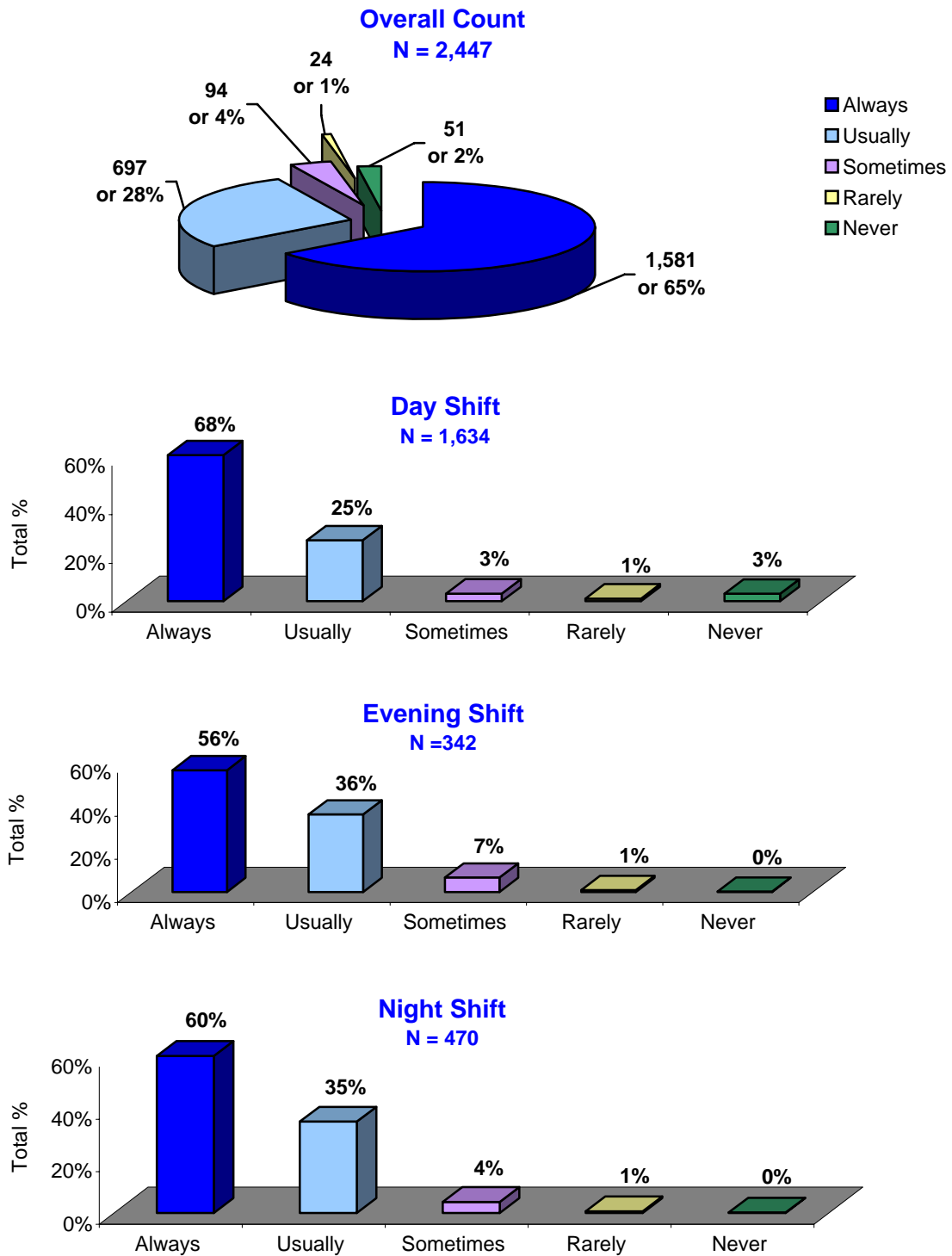


Sixty-four percent of all the respondents noted the hand-off process in their work area "always" included up-to-date (key) information regarding patient care, treatment, and services.

This content area did not differ by tour of duty.

Q14. (cont.) Please identify what content information is included in the hand-off process in your work area

b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

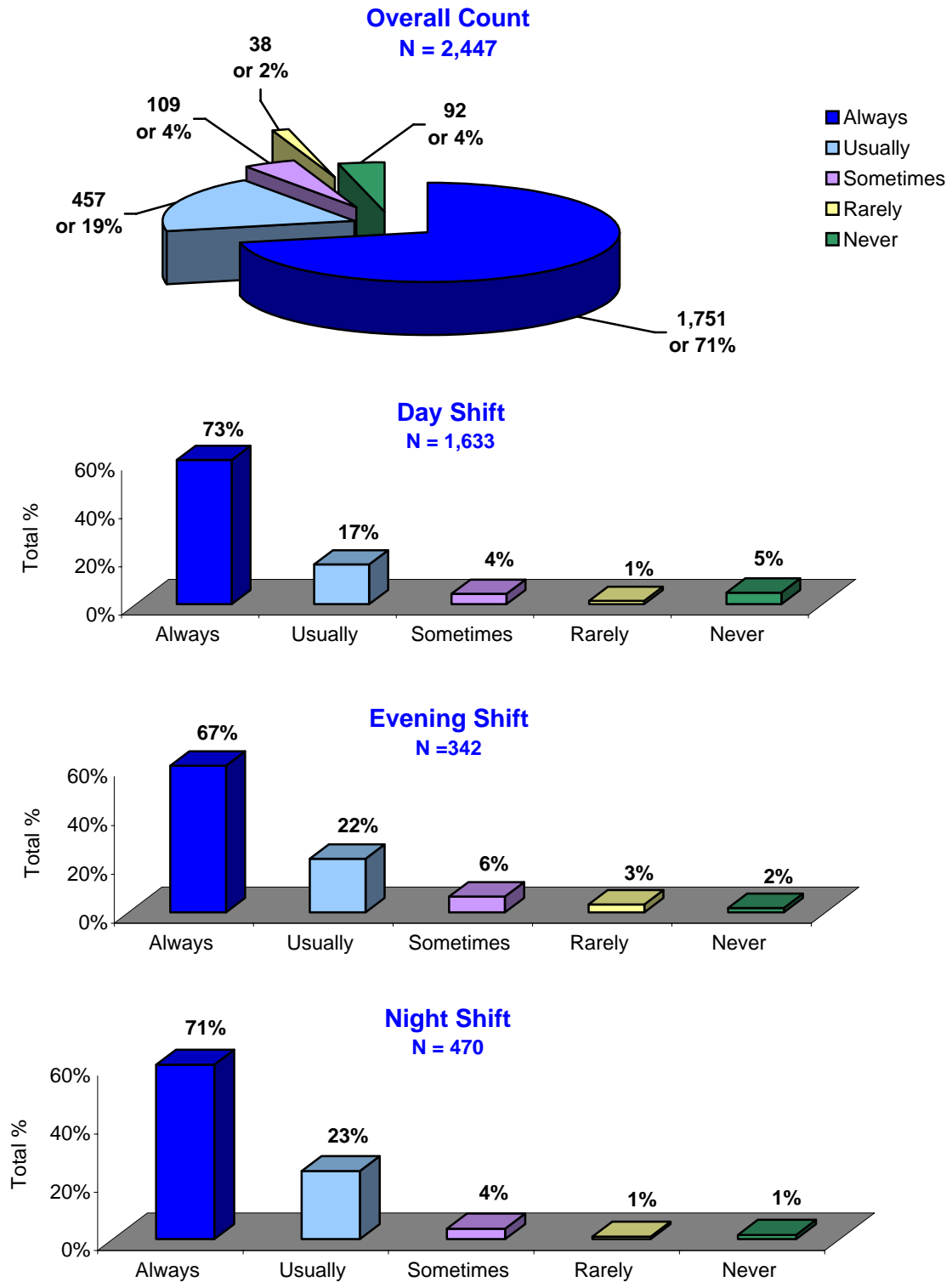


Sixty-five percent of all the respondents noted the hand-off process in their work area "always" included up-to-date information regarding patient condition and any recent or anticipated changes.

This content area did not differ by tour of duty.

Q14. (cont.) Please identify what content information is included in the hand-off process in your work area

c. Includes details on patients requiring one-on-one care

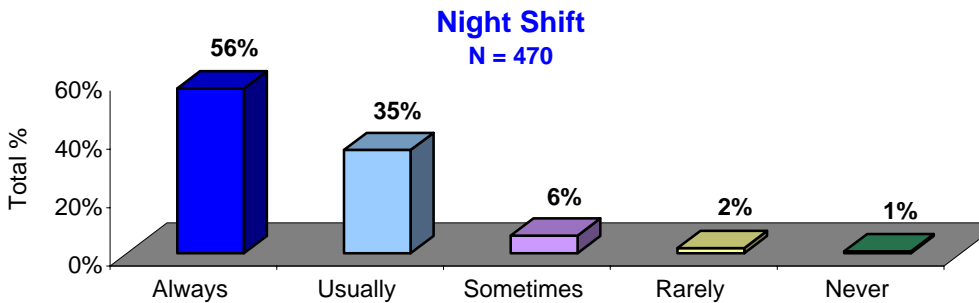
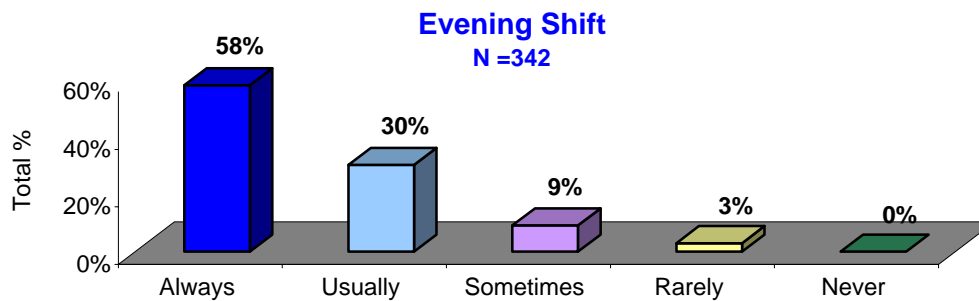
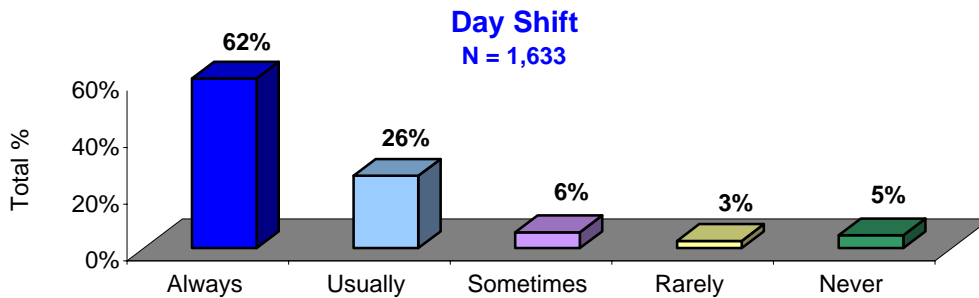
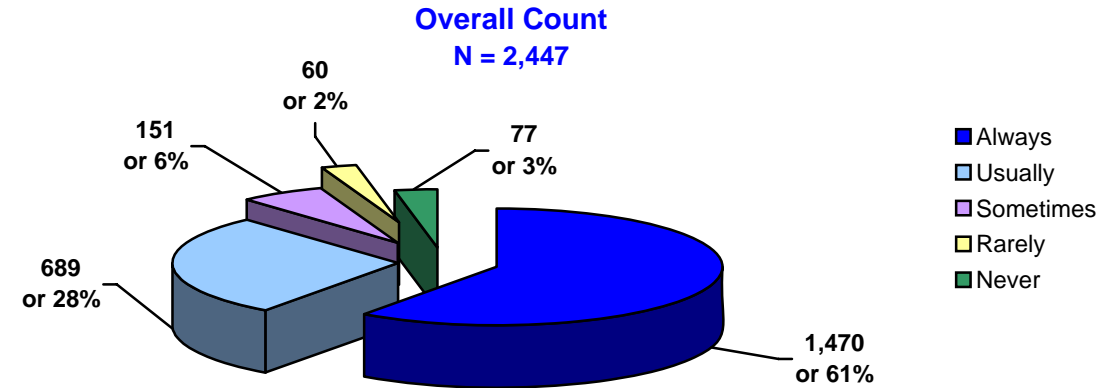


Seventy-one percent of all the respondents noted the hand-off process in their work area "always" included details on patients requiring one-on-one care.

This content area did not differ by tour of duty.

Q14. (cont.) Please identify what content information is included in the hand-off process in your work area

d. Includes details on special patient safety concerns, e.g., fall risk, elopement risk, etc.



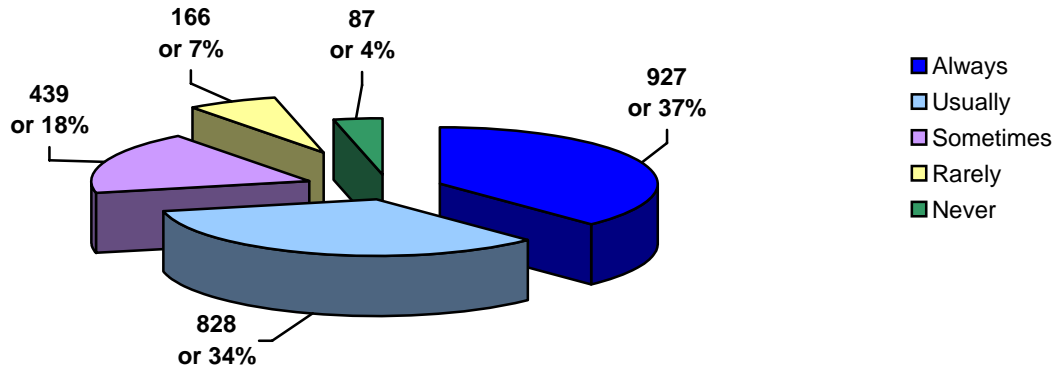
Sixty-one percent of all the respondents noted the hand-off process in their work area "always" included details on special patient safety concerns, e.g., fall risk, elopement risk, etc.

This content area did not differ by tour of duty.

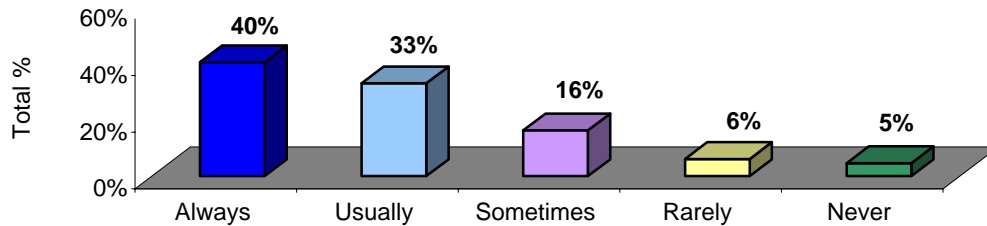
Q14. (cont.) Please identify what content information is included in the hand-off process in your work area

e. Includes details on pharmacy issues or concerns

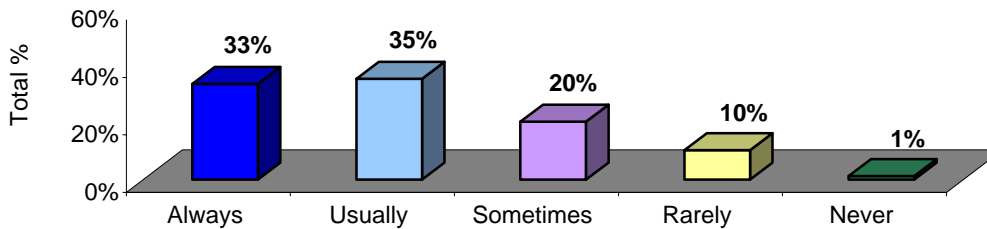
Overall Count
N = 2,447



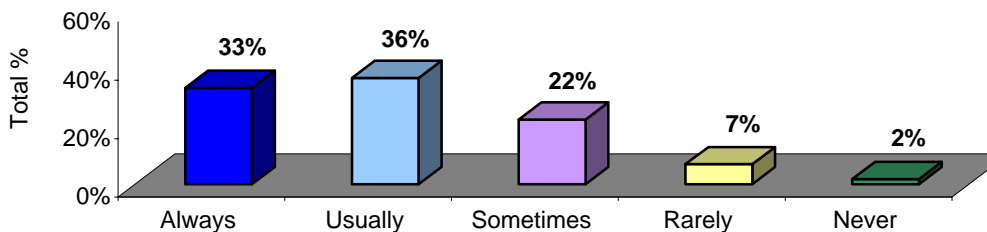
Day Shift
N = 1,633



Evening Shift
N = 342



Night Shift
N = 470



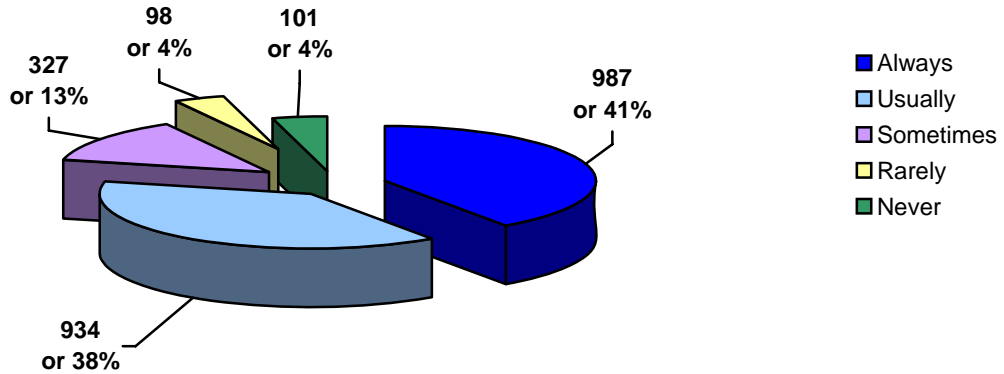
Thirty-seven percent of all the respondents noted the hand-off process in their work area "always" included details on pharmacy issues or concerns.

This content area did not differ by tour of duty.

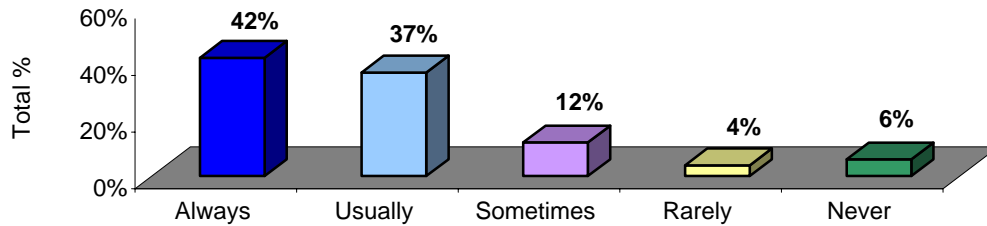
Q14. (cont.) Please identify what content information is included in the hand-off process in your work area

f. Includes details that need to be communicated to later shifts

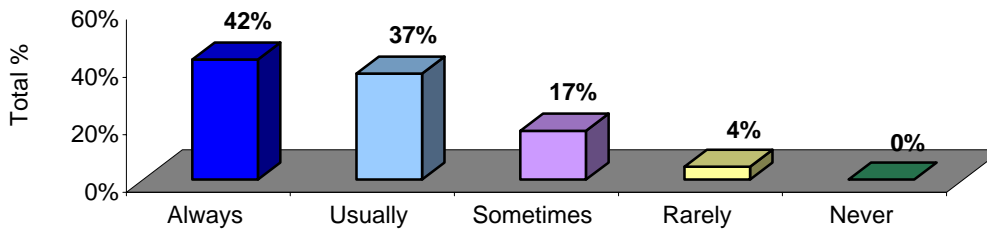
Overall Count
N = 2,447



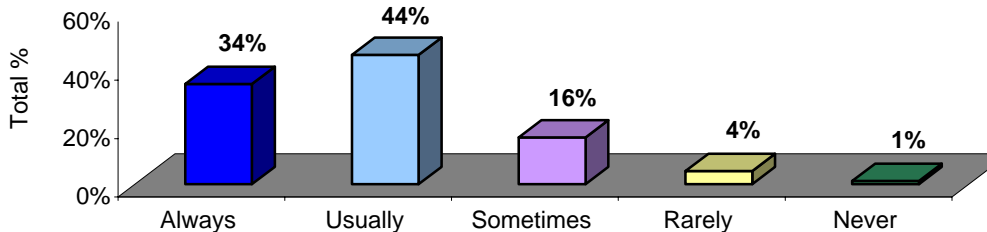
Day Shift
N = 1,633



Evening Shift
N = 342



Night Shift
N = 470



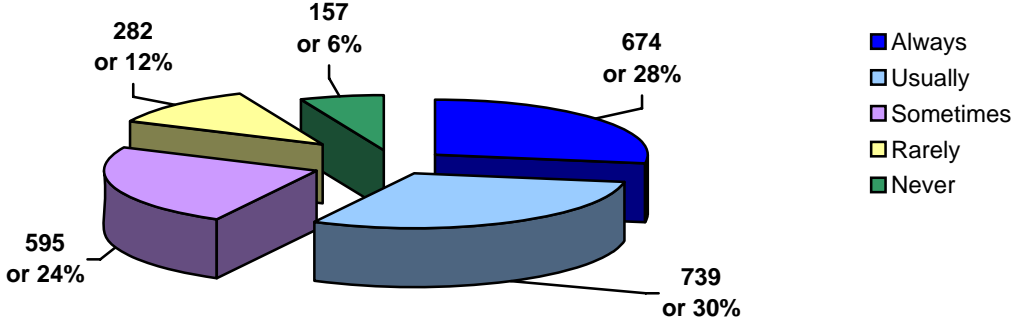
Forty-one percent of all the respondents noted the hand-off process in their work area "always" included details that needed to be communicated to later shifts.

This content area did not differ by tour of duty.

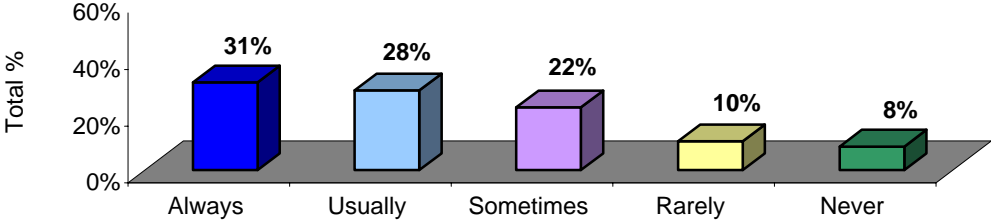
Q14. (cont.) Please identify what content information is included in the hand-off process in your work area

g. Includes details regarding discharge planning concerns

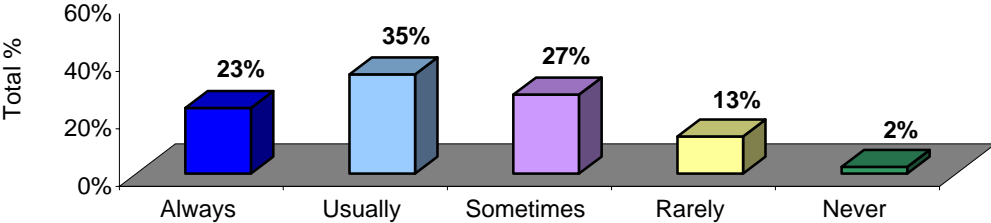
Overall Count
N = 2,447



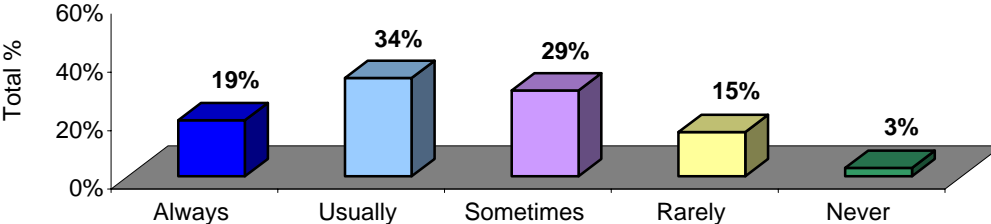
Day Shift
N = 1,633



Evening Shift
N = 342



Night Shift
N = 470



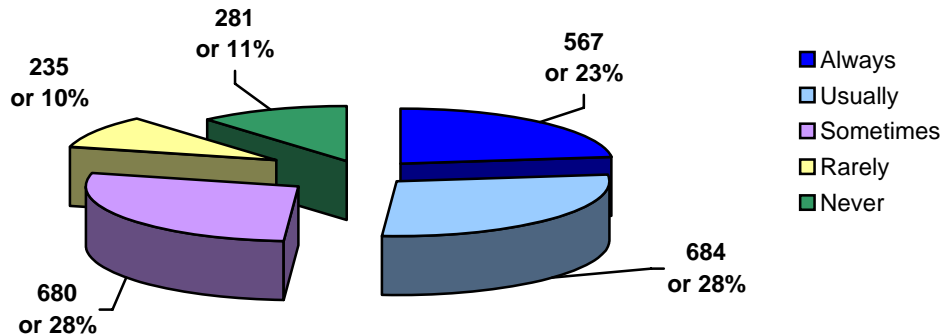
Twenty-eight percent of all the respondents noted the hand-off process in their work area "always" included details regarding discharge planning concerns. On the night shift, only 19 percent of RNs reported the hand-off process "always" included details regarding discharge planning concerns compared to 23 percent on evening shift, and 31 percent on day shift.

This content area did not differ by tour of duty.

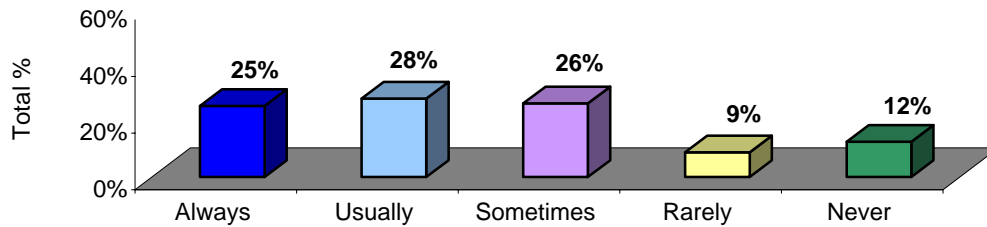
Q14. (cont.) Please identify what content information is included in the hand-off process in your work area

h. Includes other information not listed above

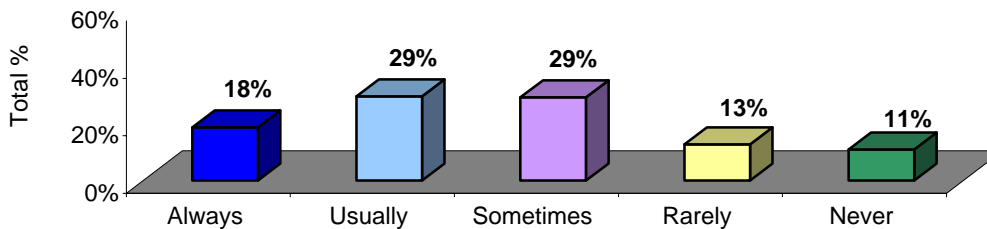
Overall Count
N = 2,447



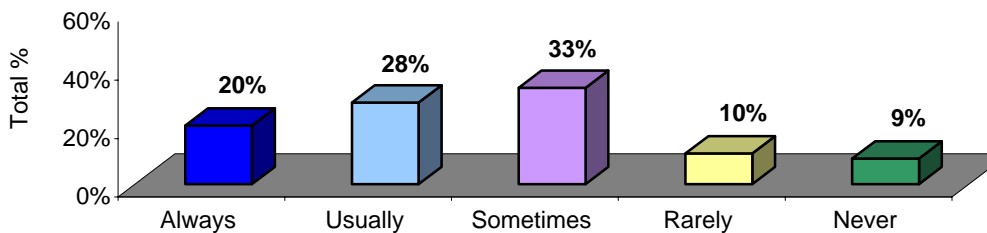
Day Shift
N = 1,633



Evening Shift
N = 342



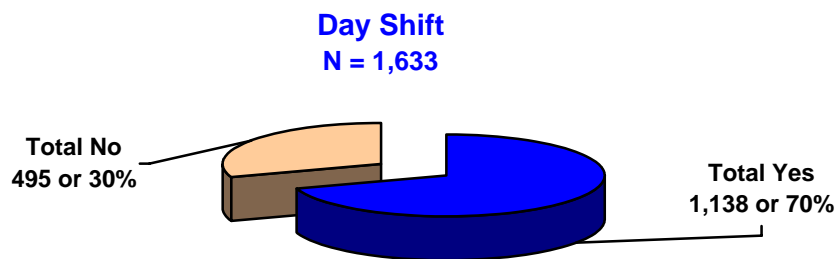
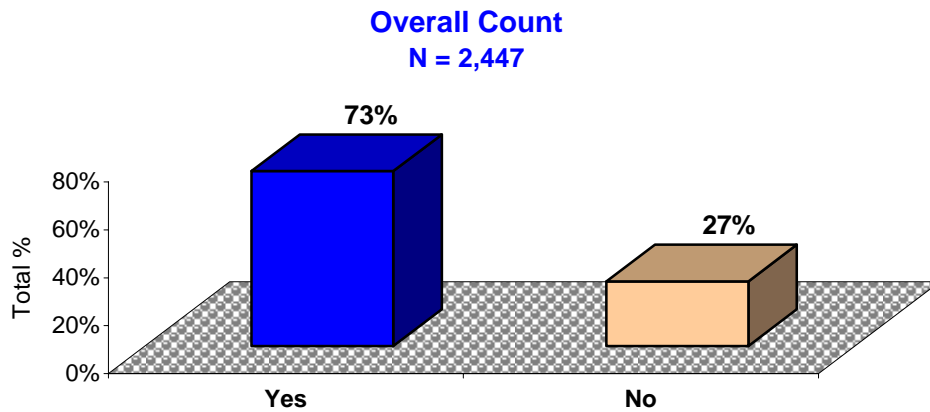
Night Shift
N = 470



Twenty-three percent of all the respondents noted the hand-off process in their work area "always" included other types of information not listed in questions 14a - 14g.

This content area did not differ by tour of duty.

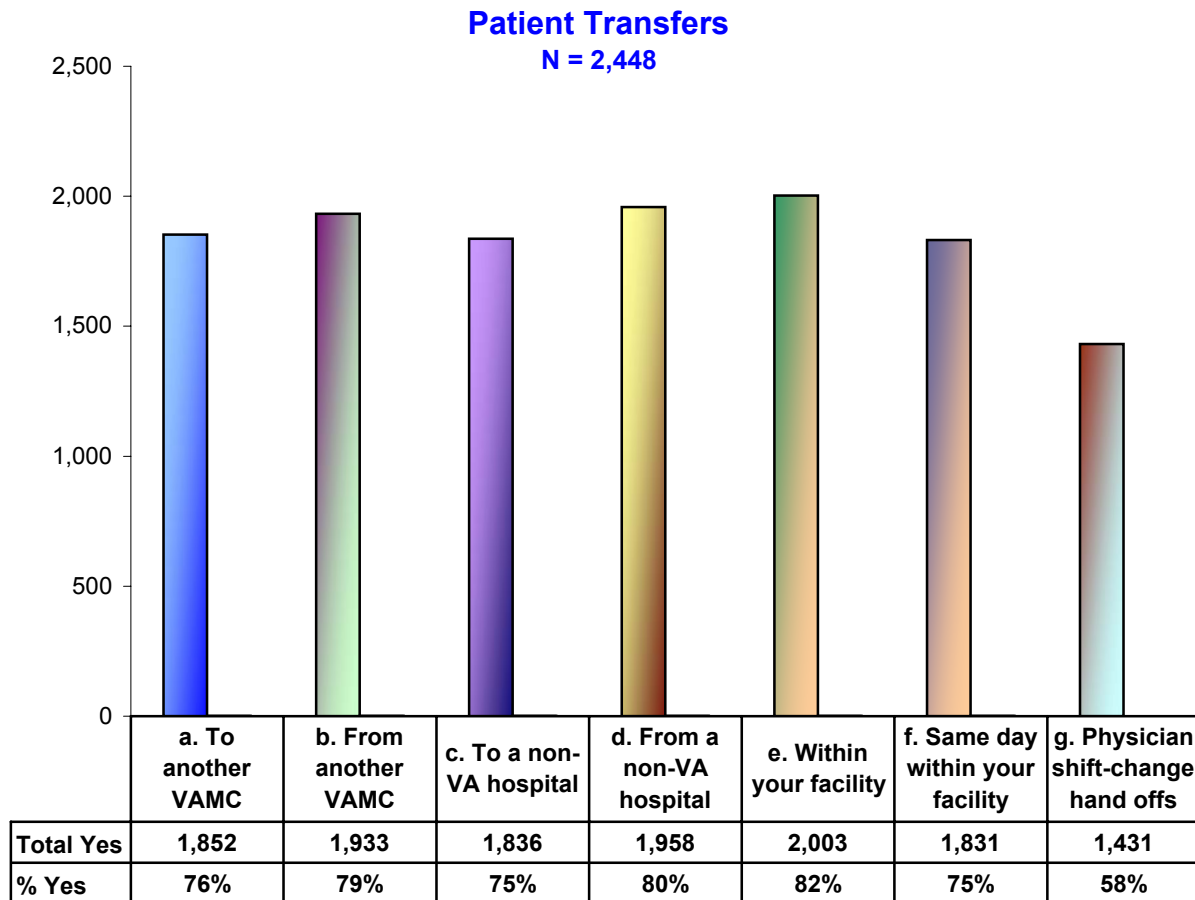
Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC?



Overall, the majority of respondents (73%) reported the primary type of hand off that is a concern or interest at their VAMC was hand offs associated with nursing shift changes.

Shift hand offs appear to be more of a primary concern to evening and night shifts.

Q16. Are the following types of hand offs a concern or topic of interest at your facility?



RNs were asked if other types of hand offs were a concern or topic of interest at their facility. The top three items that were reported as a concern or topic of interest were: (1) patient transfers within their facility for an undetermined time period (e.g., to or from ICU), (2) patient transfers from a non-VA hospital, and (3) patient transfers from another VAMC.

Overall, while statistical significance was identified for the collective hand-off interest areas, the corresponding effect size was small (e.g., accounting for less than 1% of the variability). So small, in fact, that many individual hand-off interest areas did not statistically differ by tour of duty. This suggests that differences in hand-off interest areas between shifts are of little practical implication (i.e., shift differences are negligible in policy development). Individual interest areas:

16a: This interest area did not differ by tour of duty.

16b: This interest area did not differ by tour of duty.

16c: This interest area did not differ by tour of duty.

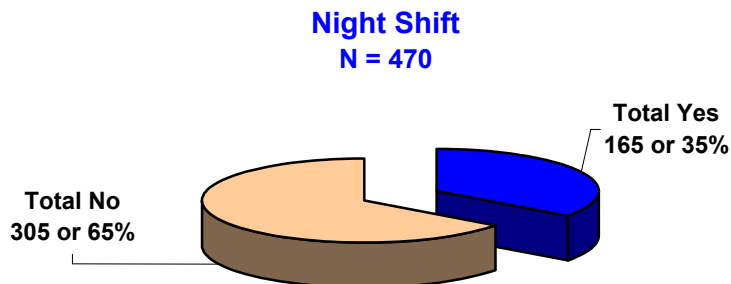
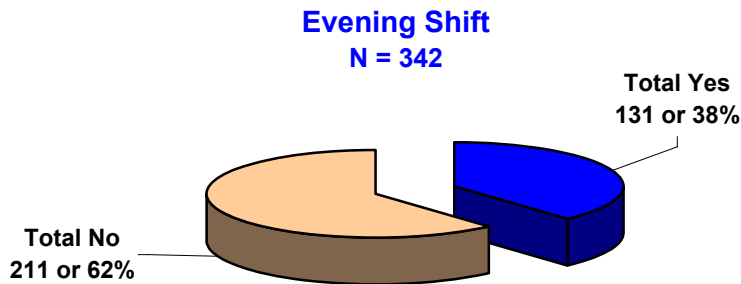
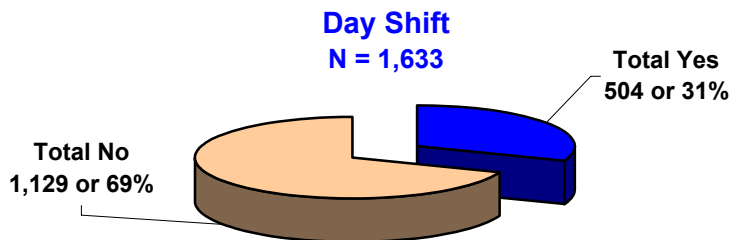
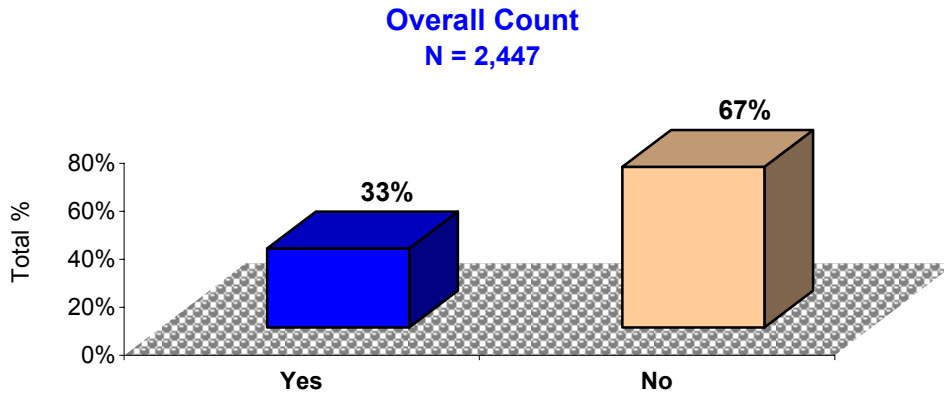
16d: This interest area did not differ by tour of duty.

16e: The day shift is more interested in this type of hand off when compared to the evening shift.

16f: The night shift is more interested in this type of hand off when compared to the evening shift.

16g: The night shift is more interested in this type of hand off when compared to the day shift.

Q17. Have you experienced special potential risks to patients with nursing shift changes?



Overall, about one-third of the survey respondents stated that they experienced special potential risks to patients associated with nursing shift changes.

It appears that day shifts report experiencing less risk during hand off. Evening shifts report the most risk experienced during hand off.

Summary Data

- ❖ The *Survey Respondents* summary table located in Section I groups the survey respondents by VISN, facility, title, work area, and tour of duty.
- ❖ A complete breakdown of the number of completed surveys by each facility is located in the “*Count and Percent*” summary report located in Section II. This summary report also contains the national count of responses for each survey question.
- ❖ The “*Overall Data*” summary report located in Section III displays the national count of survey responses sorted by Area of Work and Tour of Duty.
- ❖ The excel link contained in Section IV provides access to a workbook containing survey responses grouped by VISN and facility. This link allows VISNs and facilities to access their survey data and to customize reports using their survey information.
- ❖ A copy of the survey instrument is located in Section V.
- ❖ The results from the statistical analyses are located in Section VI of this document.

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SECTION I

SUMMARY TABLE OF SURVEY RESPONSES

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Facility	Stn. No.	Person completing survey		Q1. Select work area													
				Intensive Care Unit			Emergency Department			Step-Down Care Unit			Observation Unit				
				Q2. Select tour of duty													
D=Day E=Evening N=Night			Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N	
VISN 1																	
Bedford, MA	518	9	14				2										1
Boston HCS	523	6	8	1			1			1				2			
Connecticut HCS	689	2	4														
Manchester, NH	608		2						1								
Northampton, MA	631		8														
Providence, RI	650	2	1							1							
White River Junction, VT	405	1	9	7		1											
<i>Total</i>		20	46	8	0	1	3	0	1	2	0	0	2	0	1		
VISN 2																	
Bath, NY	528A6	2	10			3											
Canandaigua, NY	528A5	1	13														
Western New York HCS	528	3	11				3		1								
<i>Total</i>		6	34	0	0	3	3	0	1	0	0	0	0	0	0		
VISN 3																	
Bronx, NY	526		11	2		2											
New Jersey HCS	561	3	4														
New York Harbor HCS	630	2	26	7		1	1										
Northport, NY	632	4	7	1		1											
<i>Total</i>		9	48	10	0	4	1	0	0	0	0	0	0	0	0		
VISN 4																	
Altoona, PA	503	2	9	1				1									
Clarksburg, WV	540	2	6				1	1	2								
Coatesville, PA	542	5	9							1							
Erie, PA	562		5	2	1				1								
Lebanon, PA	595	3	17			2	1			1							
Philadelphia, PA	642	5	3	1													
Pittsburgh HCS	646	3	52	3		4	2	1	2	2		1					1
Wilkes-Barre, PA	693	2	11	2			3	1									
Wilmington, DE	460		3	1													
<i>Total</i>		22	115	10	1	6	7	4	5	4	0	1	0	0	1		
VISN 5																	
Maryland HCS	512	3	19	1						2		1					
Washington, DC	688	1	9	6													
<i>Total</i>		4	28	7	0	0	0	0	0	2	0	1	0	0	0		
VISN 6																	
Asheville, NC	637	4	45	7	1	2	1										
Beckley, WV	517	3	7														
Durham, NC	558	2	23	3	1	5	1										
Fayetteville, NC	565	1	21	2	1	2	1										
Hampton, VA	590	6	6	2			1	2									
Richmond, VA	652	1	16	2		2	4					1					1
Salem, VA	658	3	18	5		1											
Salisbury, NC	659	5	32														
<i>Total</i>		25	168	21	3	12	8	2	0	0	0	1	0	0	1		

Facility	Stn. No.	Person completing survey		Q1. Select work area											
				Intensive Care Unit			Emergency Department			Step-Down Care Unit			Observation Unit		
				Q2. Select tour of duty											
D=Day E=Evening N=Night		Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 7															
Augusta, GA	509	1	37	2	1	1			1	4		1			
Birmingham, AL	521	3	13	8		4	1		1						
Central Alabama HCS	619	3	21	1	1	3	4								
Charleston, SC	534	1	10	1		4									
Columbia, SC	544	1	11	1		4									
Decatur, GA	508	4	11	3											
Dublin, GA	557	2	5	1		2									
Tuscaloosa, AL	679	3	13												
<i>Total</i>		18	121	17	2	18	5	0	2	4	0	1	0	0	0
VISN 8															
Bay Pines, FL	516	9	37	3	1	3	1								
Miami, FL	546	3	6												
North FL-South GA HCS	573	4	26	1	2	2	2		1			1			
San Juan, PR	672	9	104	9	1	3									
Tampa, FL	673	11	7	2						2					
West Palm Beach, FL	548	3	20	2		3	1		1						
<i>Total</i>		39	200	17	4	11	4	0	2	2	0	1	0	0	0
VISN 9															
Huntington, WV	581	4	26	4	1	4	1								
Lexington, KY	596	5	10			1	1								
Louisville, KY	603	4	23	8		1	5	1							
Memphis, TN	614	7	63	5		5	6		1	1					
Mountain Home, TN	621	3	40	1		5	4	4	1	2		1			
Tennessee Valley HCS	626	10	73	14	3	7	1	1							
<i>Total</i>		33	235	32	4	23	18	6	2	3	0	1	0	0	0
VISN 10															
Chillicothe, OH	538	4	11	2			1	1							
Cincinnati, OH	539		9			1			2						
Cleveland, OH	541	4	54	5		4	1					1			1
Dayton, OH	552	5	12	3		2	2				1				
<i>Total</i>		13	86	10	0	7	4	1	2	0	1	1	0	0	1
VISN 11															
Ann Arbor HCS	506	3	6			1					1		1		
Battle Creek, MI	515	2													
Detroit, MI	553	11	18	4		1									
Illiana HCS	550	9	31	4		1	2								
Indianapolis, IN	583	4	5	1			1						1		
Northern Indiana HCS	610		9	1			2		1						
Saginaw, MI	655	1	3	2											
<i>Total</i>		30	72	12	0	3	5	0	1	0	1	0	2	0	0
VISN 12															
Chicago HCS	537	10	46	10	2	7	3	3		3		2			
Iron Mountain, MI	585	1													
Madison, WI	607	4	12	4	1	1				1					
Milwaukee, WI	695		24	4	2	1				1					
North Chicago, IL	556	6	40	2			3		2						
<i>Total</i>		21	122	20	5	9	6	3	2	5	0	2	0	0	0

Facility	Stn. No.	Person completing survey		Q1. Select work area											
				Intensive Care Unit			Emergency Department			Step-Down Care Unit			Observation Unit		
				Q2. Select tour of duty											
D=Day E=Evening N=Night		Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 15															
Columbia, MO	589A4	2	9	4											1
Eastern Kansas HCS	589A5		1												
Kansas City, MO	589	4	14	4		1									
Marion, IL	657A5		11	2		1	1	1	1						
Poplar Bluff, MO	657A4		1												
St. Louis, MO	657	5	17	2		3									
Wichita, KS	589A7	2	3	2											
<i>Total</i>		13	56	14	0	5	1	1	1	0	0	1	0	0	0
VISN 16															
Alexandria, LA	502	2	12				1								
Central Arkansas HCS	598	5	38	9		2		1							
Fayetteville, AR	564	2	42	3	1	1	3								
Gulf Coast HCS	520	4	16	1		1	1								
Houston, TX	580	3	32									1			
Jackson, MS	586	6	6				1	1							
Muskogee, OK	623		23	2		2	1								
Oklahoma City, OK	635	6	35	3		5	4								
Shreveport, LA	667	5	24	3		2	2	2							
<i>Total</i>		33	228	21	1	13	13	4	0	0	0	1	0	0	0
VISN 17															
Central Texas HCS	674	2	20	2						1					
North Texas HCS	549	1	1												
South Texas HCS	671	4	37	4	4	1		1		3	1	1			
<i>Total</i>		7	58	6	4	1	0	1	0	4	1	1	0	0	0
VISN 18															
Amarillo HCS	504	4	19	1		2	2		1			1			
New Mexico HCS	501	2	11												
Northern Arizona HCS	649	2	3	1											
Phoenix, AZ	644	5	48	4	2	1	2		1						
Southern Arizona HCS	678	7	44	11	1	4				5		2			
West Texas HCS	519	5	1				1								
<i>Total</i>		25	126	17	3	7	5	0	2	5	0	3	0	0	0
VISN 19															
Cheyenne, WY	442		3			1									
Eastern Colorado HCS	554	4	21	2		2			1	1					
Grand Junction, CO	575	1	9	1		2									
Montana HCS	436		3		1										
Sheridan, WY	666		5												
<i>Total</i>		5	41	3	1	5	0	0	1	1	0	0	0	0	0
VISN 20															
Boise, ID	531	1	10	2	1					1		1			
Puget Sound HCS	663		25	1		4	3	1	1						
Spokane, WA	668	5	29	5		3	3					2			
Walla Walla, WA	687		1												
White City, OR	692	1	8												
<i>Total</i>		7	73	8	1	7	6	1	1	1	0	3	0	0	0

Facility	Stn. No.	Person completing survey		Q1. Select work area												
				Intensive Care Unit			Emergency Department			Step-Down Care Unit			Observation Unit			
D=Day E=Evening N=Night			Nurse Mgr.	Staff RN	Q2. Select tour of duty											
					D	E	N	D	E	N	D	E	N	D	E	N
VISN 21																
Central California HCS	570	1	8	2		2	2	1								
Northern California HCS	612	2	14	2		2	3			1						
Pacific Islands HCS	459	1	5													
Palo Alto HCS	640	5	11	1												
San Francisco, CA	662	2	5							1						
Sierra Nevada HCS	654	2	5					1		1						
<i>Total</i>		13	48	5	0	4	5	2	0	3	0	0	0	0	0	
VISN 22																
Greater LA HCS	691	4	20	4									1			
Long Beach HCS	600	3	39	6		9	5	1		1						
Southern Nevada HCS	593	3	13	1		2			1							
<i>Total</i>		10	72	11	0	11	5	1	1	1	0	0	1	0	0	
VISN 23																
Black Hills HCS	568	2	28	5		1	2	2	1							
Central Iowa HCS	636A6	1	19	4		1	5			2						
Fargo, ND	437		12	2		1	2									
Iowa City, IA	636A8	1	10	2		1										
Minneapolis, MN	618	1	25	2	2	2				6		1				
NWI HCS	636		1													
Sioux Falls, SD	438	1														
St. Cloud, MN	656		17													
<i>Total</i>		6	112	15	2	6	9	2	1	8	0	1	0	0	0	
National Summary			359	2089	264	31	156	108	28	25	45	3	19	5	0	4

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty												
				Medicine			General Surgery			Medicine/Surgery			Psychiatry			
				Q2. Select tour of duty												
D=Day E=Evening N=Night			Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 1																
Bedford, MA	518	9	14	1										4		1
Boston HCS	523	6	8	3							1			1		
Connecticut HCS	689	2	4											1		
Manchester, NH	608		2													
Northampton, MA	631		8											4		
Providence, RI	650	2	1							2						
White River Junction, VT	405	1	9				1							1		
<i>Total</i>		20	46	4	0	0	1	0	0	2	1	0	11	0	1	
VISN 2																
Bath, NY	528A6	2	10													
Canandaigua, NY	528A5	1	13										3	1	1	
Western New York HCS	528	3	11							3	1					
<i>Total</i>		6	34	0	0	0	0	0	0	3	1	0	3	1	1	
VISN 3																
Bronx, NY	526		11							2		2				
New Jersey HCS	561	3	4										1			
New York Harbor HCS	630	2	26	7		2	1			1	3	1	1			
Northport, NY	632	4	7	1			2				1	1	1			
<i>Total</i>		9	48	8	0	2	3	0	0	3	4	4	3	0	0	
VISN 4																
Altoona, PA	503	2	9	1						1		1				
Clarksburg, WV	540	2	6							1						1
Coatesville, PA	542	5	9	3	1					1			3			
Erie, PA	562		5									1				
Lebanon, PA	595	3	17							3	2	1	1	2	2	
Philadelphia, PA	642	5	3										1	3		
Pittsburgh HCS	646	3	52	3			4		3	7		2	2			3
Wilkes-Barre, PA	693	2	11							3	1					
Wilmington, DE	460		3	1						1						
<i>Total</i>		22	115	8	1	0	4	0	3	17	3	5	7	5	6	
VISN 5																
Maryland HCS	512	3	19	3			1						3			
Washington, DC	688	1	9				1				1					
<i>Total</i>		4	28	3	0	0	2	0	0	0	1	0	3	0	0	
VISN 6																
Asheville, NC	637	4	45	2	1	4	5	1		8			1	1	1	
Beckley, WV	517	3	7							5		3				
Durham, NC	558	2	23	1			1			2	1	1		1	1	
Fayetteville, NC	565	1	21	1						2	1	2	3	1	2	
Hampton, VA	590	6	6													
Richmond, VA	652	1	16							1	2					
Salem, VA	658	3	18	2				1		2		2	5		1	
Salisbury, NC	659	5	32				1			4		2	2	2	2	
<i>Total</i>		25	168	6	1	4	7	2	0	24	4	10	11	5	7	

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty												
				Medicine			General Surgery			Medicine/Surgery			Psychiatry			
				Q2. Select tour of duty												
D=Day E=Evening N=Night			Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 7																
Augusta, GA	509	1	37				1			2	1		1		1	
Birmingham, AL	521	3	13													
Central Alabama HCS	619	3	21				1						4			
Charleston, SC	534	1	10				2				1	1				
Columbia, SC	544	1	11	1						1			2			
Decatur, GA	508	4	11	2						1			1			
Dublin, GA	557	2	5													
Tuscaloosa, AL	679	3	13										6			
<i>Total</i>		18	121	3	0	0	4	0	0	4	2	1	14	0	1	
VISN 8																
Bay Pines, FL	516	9	37	5		1				1	1	1	11	3	3	
Miami, FL	546	3	6								2					
North FL-South GA HCS	573	4	26	1		2	2			2		2	5			
San Juan, PR	672	9	104	22	8	6	13			6	3	1	10	6	1	
Tampa, FL	673	11	7	1						1		1	1			
West Palm Beach, FL	548	3	20	1						4		3				
<i>Total</i>		39	200	30	8	9	15	0	0	14	6	8	27	9	4	
VISN 9																
Huntington, WV	581	4	26	2	1	2				4	4	2				
Lexington, KY	596	5	10							2		1			1	
Louisville, KY	603	4	23	1						3	1	2	1	1		
Memphis, TN	614	7	63							2	1		5		3	
Mountain Home, TN	621	3	40			6	3			3			2	2	2	
Tennessee Valley HCS	626	10	73	1		2	2		1	12	4	6	6			
<i>Total</i>		33	235	4	1	10	5	0	1	26	10	11	14	3	6	
VISN 10																
Chillicothe, OH	538	4	11	1									1	1	1	
Cincinnati, OH	539		9				1			1		1	2			
Cleveland, OH	541	4	54	2	1	2	2			4	3		3	1	1	
Dayton, OH	552	5	12	1						1	2				1	
<i>Total</i>		13	86	4	1	2	3	0	0	6	5	1	6	2	3	
VISN 11																
Ann Arbor HCS	506	3	6							2			1			
Battle Creek, MI	515	2											2			
Detroit, MI	553	11	18	7	1		1	1		3	1					
Illiana HCS	550	9	31	1			7			2			2			
Indianapolis, IN	583	4	5	1												
Northern Indiana HCS	610		9										2		1	
Saginaw, MI	655	1	3													
<i>Total</i>		30	72	9	1	0	8	1	0	7	1	0	7	0	1	
VISN 12																
Chicago HCS	537	10	46	3	2	2	1			3			2	1	3	
Iron Mountain, MI	585	1														
Madison, WI	607	4	12		1					3			2			
Milwaukee, WI	695		24	2				3		2	2	1		1		
North Chicago, IL	556	6	40	1			3			2			8	2	2	
<i>Total</i>		21	122	6	3	2	4	3	0	10	2	1	12	4	5	

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty											
				Medicine			General Surgery			Medicine/Surgery			Psychiatry		
				Q2. Select tour of duty											
D=Day E=Evening N=Night		Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 15															
Columbia, MO	589A4	2	9												
Eastern Kansas HCS	589A5		1										1		
Kansas City, MO	589	4	14							3	2	2		1	
Marion, IL	657A5		11	1						1					
Poplar Bluff, MO	657A4		1	1											
St. Louis, MO	657	5	17			2		1		2			2		
Wichita, KS	589A7	2	3							2					
<i>Total</i>		13	56	2	0	2	0	1	0	8	2	2	3	1	0
VISN 16															
Alexandria, LA	502	2	12	1									1		
Central Arkansas HCS	598	5	38		3		2			6	2	3	3		
Fayetteville, AR	564	2	42		1	1	2			4	3	2	3		2
Gulf Coast HCS	520	4	16				1			1		2	2		
Houston, TX	580	3	32	3	2	1				1			3		
Jackson, MS	586	6	6	1			1						2		
Muskogee, OK	623		23	3			5			1	1	2	1		
Oklahoma City, OK	635	6	35	1			3			2		1	7		
Shreveport, LA	667	5	24		2		1			5		3	1		
<i>Total</i>		33	228	9	8	2	15	0	0	20	6	13	23	0	2
VISN 17															
Central Texas HCS	674	2	20	2			1			3			3	1	
North Texas HCS	549	1	1												
South Texas HCS	671	4	37	2	2	1	1			2		3	1		
<i>Total</i>		7	58	4	2	1	2	0	0	5	0	3	4	1	0
VISN 18															
Amarillo HCS	504	4	19	1		1				6		1			
New Mexico HCS	501	2	11					2					1	1	
Northern Arizona HCS	649	2	3										1		
Phoenix, AZ	644	5	48	8		1	2		1	5			3	5	1
Southern Arizona HCS	678	7	44			1	3	2		4		3	4		1
West Texas HCS	519	5	1							1					
<i>Total</i>		25	126	9	0	3	5	4	1	16	0	4	9	6	2
VISN 19															
Cheyenne, WY	442		3								1	1			
Eastern Colorado HCS	554	4	21	2			1			3	1			3	
Grand Junction, CO	575	1	9	1						3			1		
Montana HCS	436		3							1	1				
Sheridan, WY	666		5	1		1				2					
<i>Total</i>		5	41	4	0	1	1	0	0	9	3	1	1	3	0
VISN 20															
Boise, ID	531	1	10							2	1			1	1
Puget Sound HCS	663		25		1		1	1			1		4	1	1
Spokane, WA	668	5	29								2	2			
Walla Walla, WA	687		1												
White City, OR	692	1	8	1											
<i>Total</i>		7	73	1	1	0	1	1	0	2	4	2	4	2	2

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty											
				Medicine			General Surgery			Medicine/Surgery			Psychiatry		
				Q2. Select tour of duty											
D=Day E=Evening N=Night		Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 21															
Central California HCS	570	1	8							1					
Northern California HCS	612	2	14												
Pacific Islands HCS	459	1	5										3	3	
Palo Alto HCS	640	5	11	1						1	2		1	1	
San Francisco, CA	662	2	5									1	2		
Sierra Nevada HCS	654	2	5	1							1				
<i>Total</i>		13	48	2	0	0	0	0	0	2	3	1	6	4	0
VISN 22															
Greater LA HCS	691	4	20								1		3	2	2
Long Beach HCS	600	3	39							1			2		1
Southern Nevada HCS	593	3	13				1			1		1		1	
<i>Total</i>		10	72	0	0	0	1	0	0	2	1	1	5	3	3
VISN 23															
Black Hills HCS	568	2	28			1	1			2		1	1	3	2
Central Iowa HCS	636A6	1	19							1	1				
Fargo, ND	437		12										1	1	
Iowa City, IA	636A8	1	10		2	1					1		3		1
Minneapolis, MN	618	1	25	2			1			1					
NWI HCS	636		1												
Sioux Falls, SD	438	1													
St. Cloud, MN	656		17										2	3	1
<i>Total</i>		6	112	2	2	2	2	0	0	4	2	1	7	7	4
National Summary		359	2089	118	29	40	83	12	5	184	61	69	180	56	48

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty												
				Spinal Cord Injury			Rehabilitation			Nursing Home Care			Other			
				Q2. Select tour of duty												
D=Day E=Evening N=Night			Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 1																
Bedford, MA	518	9	14								9	3	1			1
Boston HCS	523	6	8	1	1						1			1		
Connecticut HCS	689	2	4						1				1	3		
Manchester, NH	608		2											1		
Northampton, MA	631		8								2	1		1		
Providence, RI	650	2	1													
White River Junction, VT	405	1	9													
<i>Total</i>		20	46	1	1	0	0	0	1	12	4	2	6	0	1	
VISN 2																
Bath, NY	528A6	2	10								4		1	4		
Canandaigua, NY	528A5	1	13								7			2		
Western New York HCS	528	3	11								3		1	2		
<i>Total</i>		6	34	0	0	0	0	0	0	14	0	2	8	0	0	
VISN 3																
Bronx, NY	526		11											2	1	
New Jersey HCS	561	3	4								3			3		
New York Harbor HCS	630	2	26										1	2		
Northport, NY	632	4	7				1				2					
<i>Total</i>		9	48	0	0	0	1	0	0	5	0	1	7	1	0	
VISN 4																
Altoona, PA	503	2	9								2	1	1	1	1	
Clarksburg, WV	540	2	6								1			1		
Coatesville, PA	542	5	9								1	1		1	1	1
Erie, PA	562		5													
Lebanon, PA	595	3	17				1				1			2	1	
Philadelphia, PA	642	5	3								1			2		
Pittsburgh HCS	646	3	52								6	2		5	1	1
Wilkes-Barre, PA	693	2	11					1			2					
Wilmington, DE	460		3													
<i>Total</i>		22	115	0	0	0	1	1	0	14	4	1	12	4	2	
VISN 5																
Maryland HCS	512	3	19				2		1					8		
Washington, DC	688	1	9								1				1	
<i>Total</i>		4	28	0	0	0	2	0	1	1	0	0	8	1	0	
VISN 6																
Asheville, NC	637	4	45					2			3		1	6	2	
Beckley, WV	517	3	7											1	1	
Durham, NC	558	2	23						1		2		1	2		1
Fayetteville, NC	565	1	21										1	3		
Hampton, VA	590	6	6	2	3									2		
Richmond, VA	652	1	16	2								1		1		
Salem, VA	658	3	18								2					
Salisbury, NC	659	5	32				2				12		1	9		
<i>Total</i>		25	168	4	3	0	2	2	1	19	1	4	24	3	1	

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty												
				Spinal Cord Injury			Rehabilitation			Nursing Home Care			Other			
				Q2. Select tour of duty												
D=Day E=Evening N=Night			Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 7																
Augusta, GA	509	1	37	8	3			1			1	1	1	7		
Birmingham, AL	521	3	13				1							1		
Central Alabama HCS	619	3	21								1	2	6	1		
Charleston, SC	534	1	10											1		
Columbia, SC	544	1	11					1		2						
Decatur, GA	508	4	11										8			
Dublin, GA	557	2	5							2	1	1				
Tuscaloosa, AL	679	3	13							4	1	3	2			
<i>Total</i>		18	121	8	3	0	1	1	1	10	4	7	24	2	0	
VISN 8																
Bay Pines, FL	516	9	37							3	1	2	4	1	1	
Miami, FL	546	3	6	5	1		1									
North FL-South GA HCS	573	4	26								1	2	2			2
San Juan, PR	672	9	104	7							1	1	14	1		
Tampa, FL	673	11	7	1						4	1	1	2	1		
West Palm Beach, FL	548	3	20							3	2	1	2			
<i>Total</i>		39	200	13	1	0	1	0	0	10	6	7	24	3	3	
VISN 9																
Huntington, WV	581	4	26											1	3	
Lexington, KY	596	5	10							2			7			
Louisville, KY	603	4	23										1	2		
Memphis, TN	614	7	63	16	7	6							10			2
Mountain Home, TN	621	3	40							3	1	1				1
Tennessee Valley HCS	626	10	73						1	1		1	17			3
<i>Total</i>		33	235	16	7	6			1	6	1	2	35	3	9	
VISN 10																
Chillicothe, OH	538	4	11				1			5			1			
Cincinnati, OH	539		9										1			
Cleveland, OH	541	4	54	1	1		4	1		4	6	2	8			
Dayton, OH	552	5	12							1		1	2			
<i>Total</i>		13	86	1	1	0	5	1	0	10	6	3	12	0	0	
VISN 11																
Ann Arbor HCS	506	3	6							1			2			
Battle Creek, MI	515	2														
Detroit, MI	553	11	18							2			7	1		
Illiana HCS	550	9	31				1			10	1	1	7	1		
Indianapolis, IN	583	4	5										5			
Northern Indiana HCS	610		9										2			
Saginaw, MI	655	1	3							1			1			
<i>Total</i>		30	72	0	0	0	1	0	0	14	1	1	24	2	0	
VISN 12																
Chicago HCS	537	10	46							1			7			1
Iron Mountain, MI	585	1								1						
Madison, WI	607	4	12				1						2			
Milwaukee, WI	695		24	1						1			3			
North Chicago, IL	556	6	40					2		7	3	5	4			
<i>Total</i>		21	122	1	0	0	1	2	0	10	3	5	16	0	1	

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty											
				Spinal Cord Injury			Rehabilitation			Nursing Home Care			Other		
				Q2. Select tour of duty											
D=Day E=Evening N=Night		Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N
VISN 15															
Columbia, MO	589A4	2	9							1	2		2	1	
Eastern Kansas HCS	589A5		1												
Kansas City, MO	589	4	14										4	1	
Marion, IL	657A5		11								1		2		
Poplar Bluff, MO	657A4		1												
St. Louis, MO	657	5	17				1		1			1	6		1
Wichita, KS	589A7	2	3										1		
<i>Total</i>		13	56	0	0	0	1	0	1	1	3	1	15	2	1
VISN 16															
Alexandria, LA	502	2	12							4	2	2	3		
Central Arkansas HCS	598	5	38				1	1		7			2		1
Fayetteville, AR	564	2	42										17		1
Gulf Coast HCS	520	4	16				1			5		1	2	1	1
Houston, TX	580	3	32	4	1			1		1	1		13	2	1
Jackson, MS	586	6	6							2			2	2	
Muskogee, OK	623		23	1									4		
Oklahoma City, OK	635	6	35						1				14		
Shreveport, LA	667	5	24				1						6	1	
<i>Total</i>		33	228	5	1	0	3	2	1	19	3	3	63	6	4
VISN 17															
Central Texas HCS	674	2	20				1			2	3	1	1		1
North Texas HCS	549	1	1							1			1		
South Texas HCS	671	4	37							3			11		
<i>Total</i>		7	58	0	0	0	1	0	0	6	3	1	13	0	1
VISN 18															
Amarillo HCS	504	4	19							2			5		
New Mexico HCS	501	2	11							1			8		
Northern Arizona HCS	649	2	3							2			1		
Phoenix, AZ	644	5	48			1				2		1	11	1	1
Southern Arizona HCS	678	7	44				1	1					4	1	3
West Texas HCS	519	5	1										3		1
<i>Total</i>		25	126	0	0	1	1	1	0	7	0	1	32	2	5
VISN 19															
Cheyenne, WY	442		3												
Eastern Colorado HCS	554	4	21							2	1	3	3		
Grand Junction, CO	575	1	9										1		1
Montana HCS	436		3												
Sheridan, WY	666		5										1		
<i>Total</i>		5	41	0	0	0	0	0	0	2	1	3	5	0	1
VISN 20															
Boise, ID	531	1	10								1				
Puget Sound HCS	663		25				1				2	1	1		
Spokane, WA	668	5	29					1		6	1	3	6		
Walla Walla, WA	687		1							1					
White City, OR	692	1	8				1	1					3	2	1
<i>Total</i>		7	73	0	0	0	2	2	0	7	4	4	10	2	1

Facility	Stn. No.	Person completing survey		Q1. (cont.) Work area and tour of duty															
				Spinal Cord Injury			Rehabilitation			Nursing Home Care			Other						
				Q2. Select tour of duty															
D=Day E=Evening N=Night			Nurse Mgr.	Staff RN	D	E	N	D	E	N	D	E	N	D	E	N			
VISN 21																			
Central California HCS	570	1	8													1			
Northern California HCS	612	2	14										2			5	1		
Pacific Islands HCS	459	1	5																
Palo Alto HCS	640	5	11	1				1					2			4	1		
San Francisco, CA	662	2	5										1		1	1			
Sierra Nevada HCS	654	2	5										0		1	2			
<i>Total</i>		13	48	1	0	0	0	1	0	5	0	2	13	2	0				
VISN 22																			
Greater LA HCS	691	4	20					2			1	3				2	2	1	
Long Beach HCS	600	3	39	2	3	2										8	1		
Southern Nevada HCS	593	3	13													7		1	
<i>Total</i>		10	72	2	3	2	0	2	0	1	3	0	17	3	2				
VISN 23																			
Black Hills HCS	568	2	28					1	1		3		1				2		
Central Iowa HCS	636A6	1	19								2	1				2		1	
Fargo, ND	437		12								1					4			
Iowa City, IA	636A8	1	10																
Minneapolis, MN	618	1	25				2	2	2		1					1		1	
NWI HCS	636		1													1			
Sioux Falls, SD	438	1														1			
St. Cloud, MN	656		17								10					1			
<i>Total</i>		6	112	0	0	0	2	3	3	17	1	1	12	0	2				
National Summary		359	2089	52	20	9	25	18	10	190	48	51	380	36	34				

SECTION II

COUNT AND PERCENT SUMMARY REPORT

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Count and Percent

VHA Nursing Hand-Off Survey

Name of person completing survey:

<i>TITLE</i>	<i>COUNT</i>	<i>PERCENT</i>
Nurse Manager	359	14.67 %
Staff RN	2089	85.33 %

Select VISN?	Total Responses	2448	100.00 %
1	66		2.70 %
2	40		1.63 %
3	57		2.33 %
4	137		5.60 %
5	32		1.31 %
6	193		7.88 %
7	139		5.68 %
8	239		9.76 %
9	268		10.95 %
10	99		4.04 %
11	102		4.17 %
12	143		5.84 %
15	69		2.82 %
16	261		10.66 %
17	65		2.66 %
18	151		6.17 %
19	46		1.88 %
20	80		3.27 %
21	61		2.49 %
22	82		3.35 %
23	118		4.82 %
	Total Responses	2448	100.00 %

VISN 01 Select your Facility and Station Number:

Bedford, MA - 518	23	34.85 %
Boston HCS - 523	14	21.21 %
Connecticut HCS - 689	6	9.09 %
Manchester, NH - 608	2	3.03 %
Northampton, MA - 631	8	12.12 %
Providence, RI - 650	3	4.55 %
White River Junction, VT - 405	10	15.15 %
	Total Responses	66 100.00 %

VISN 02 Select your Facility and Station Number:

Bath, NY - 528A6	12	30.00 %
Canandaigua, NY - 528A5	14	35.00 %
Western New York HCS - 528	14	35.00 %
	Total Responses	40 100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

VISN 03 Select your Facility and Station Number:

	<i>COUNT</i>	<i>PERCENT</i>
Bronx, NY - 526	11	19.30 %
New Jersey HCS - 561	7	12.28 %
New York Harbor HCS - 630	28	49.12 %
Northport, NY - 632	11	19.30 %
Total Responses	57	100.00 %

VISN 04 Select your Facility and Station Number:

Altoona, PA - 503	11	8.03 %
Clarksburg, WV - 540	8	5.84 %
Coatesville, PA - 542	14	10.22 %
Erie, PA - 562	5	3.65 %
Lebanon, PA - 595	20	14.60 %
Philadelphia, PA - 642	8	5.84 %
Pittsburgh HCS - 646	55	40.15 %
Wilkes-Barre, PA - 693	13	9.49 %
Wilmington, DE - 460	3	2.19 %
Total Responses	137	100.00 %

VISN 05 Select your Facility and Station Number:

Maryland HCS - 512	22	68.75 %
Washington, DC - 688	10	31.25 %
Total Responses	32	100.00 %

VISN 06 Select your Facility and Station Number:

Asheville, NC - 637	49	25.39 %
Beckley, WV - 517	10	5.18 %
Durham, NC - 558	25	12.95 %
Fayetteville, NC - 565	22	11.40 %
Hampton, VA - 590	12	6.22 %
Richmond, VA - 652	17	8.81 %
Salem, VA - 658	21	10.88 %
Salisbury, NC - 659	37	19.17 %
Total Responses	193	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	<i>COUNT</i>	<i>PERCENT</i>
VISN 07 Select your Facility and Station Number:		
Augusta, GA - 509	38	27.34 %
Birmingham, AL - 521	16	11.51 %
Central Alabama HCS - 619	24	17.27 %
Charleston, SC - 534	11	7.91 %
Columbia, SC - 544	12	8.63 %
Decatur, GA - 508	15	10.79 %
Dublin, GA - 557	7	5.04 %
Tuscaloosa, AL - 679	16	11.51 %
Total Responses	139	100.00 %

VISN 08 Select your Facility and Station Number:		
Bay Pines, FL - 516	46	19.25 %
Miami, FL - 546	9	3.77 %
North Florida-South Georgia HCS - 573	30	12.55 %
San Juan, PR - 672	113	47.28 %
Tampa, FL - 673	18	7.53 %
West Palm Beach, FL - 548	23	9.62 %
Total Responses	239	100.00 %

VISN 09 Select your Facility and Station Number:		
Huntington, WV - 581	30	11.19 %
Lexington, KY - 596	15	5.60 %
Louisville, KY - 603	27	10.07 %
Memphis, TN - 614	70	26.12 %
Mountain Home, TN - 621	43	16.04 %
Tennessee Valley HCS - 626	83	30.97 %
Total Responses	268	100.00 %

VISN 10 Select your Facility and Station Number:		
Chillicothe, OH - 538	15	15.15 %
Cincinnati, OH - 539	9	9.09 %
Cleveland, OH - 541	58	58.59 %
Dayton, OH - 552	17	17.17 %
Total Responses	99	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	<i>COUNT</i>	<i>PERCENT</i>
VISN 11 Select your Facility and Station Number:		
Ann Arbor HCS - 506	9	8.82 %
Battle Creek, MI - 515	2	1.96 %
Detroit, MI - 553	29	28.43 %
Illiana HCS - 550	40	39.22 %
Indianapolis, IN - 583	9	8.82 %
Northern Indiana HCS - 610	9	8.82 %
Saginaw, MI - 655	4	3.92 %

Total Responses	102	100.00 %
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VISN 12 Select your Facility and Station Number:

Chicago HCS - 537	56	39.16 %
Iron Mountain, MI - 585	1	0.70 %
Madison, WI - 607	16	11.19 %
Milwaukee, WI - 695	24	16.78 %
North Chicago, IL - 556	46	32.17 %

Total Responses	143	100.00 %
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VISN 15 Select your Facility and Station Number:

Columbia, MO - 589A4	11	15.94 %
Eastern Kansas HCS - 589A5	1	1.45 %
Kansas City, MO - 589	18	26.09 %
Marion, IL - 657A5	11	15.94 %
Poplar Bluff, MO - 657A4	1	1.45 %
St. Louis, MO - 657	22	31.88 %
Wichita, KS - 589A7	5	7.25 %

Total Responses	69	100.00 %
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VISN 16 Select your Facility and Station Number:

Alexandria, LA - 502	14	5.36 %
Central Arkansas HCS - 598	43	16.48 %
Fayetteville, AR - 564	44	16.86 %
Gulf Coast HCS - 520	20	7.66 %
Houston, TX - 580	35	13.41 %
Jackson, MS - 586	12	4.60 %
Muskogee, OK - 623	23	8.81 %
Oklahoma City, OK - 635	41	15.71 %
Shreveport, LA - 667	29	11.11 %

Total Responses	261	100.00 %
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Count and Percent (cont.)

VHA Nursing Hand-Off Survey

VISN 17 Select your Facility and Station Number:

	COUNT	PERCENT
Central Texas HCS - 674	22	33.85 %
North Texas HCS - 549	2	3.08 %
South Texas HCS - 671	41	63.08 %
Total Responses	65	100.00 %

VISN 18 Select your Facility and Station Number:

Amarillo HCS - 504	23	15.23 %
New Mexico HCS - 501	13	8.61 %
Northern Arizona HCS - 649	5	3.31 %
Phoenix, AZ - 644	53	35.10 %
Southern Arizona HCS - 678	51	33.77 %
West Texas HCS - 519	6	3.97 %
Total Responses	151	100.00 %

VISN 19 Select your Facility and Station Number:

Cheyenne, WY - 442	3	6.52 %
Eastern Colorado HCS - 554	25	54.35 %
Grand Junction, CO - 575	10	21.74 %
Montana HCS - 436	3	6.52 %
Sheridan, WY - 666	5	10.87 %
Total Responses	46	100.00 %

VISN 20 Select your Facility and Station Number:

Boise, ID - 531	11	13.75 %
Puget Sound HCS - 663	25	31.25 %
Spokane, WA - 668	34	42.50 %
Walla Walla, WA - 687	1	1.25 %
White City, OR - 692	9	11.25 %
Total Responses	80	100.00 %

VISN 21 Select your Facility and Station Number:

Central California HCS - 570	9	14.75 %
Northern California HCS - 612	16	26.23 %
Pacific Islands HCS - 459	6	9.84 %
Palo Alto HCS - 640	16	26.23 %
San Francisco, CA - 662	7	11.48 %
Sierra Nevada HCS - 654	7	11.48 %
Total Responses	61	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	COUNT	PERCENT
VISN 22 Select your Facility and Station Number:		
Greater Los Angeles HCS - 691	24	29.27 %
Long Beach HCS - 600	42	51.22 %
Southern Nevada HCS - 593	16	19.51 %
Total Responses	82	100.00 %

VISN 23 Select your Facility and Station Number:		
Black Hills HCS - 568	30	25.42 %
Central Iowa HCS - 636A6	20	16.95 %
Fargo, ND - 437	12	10.17 %
Iowa City, IA - 636A8	11	9.32 %
Minneapolis, MN - 618	26	22.03 %
Nebraska-Western Iowa HCS - 636	1	0.85 %
Sioux Falls, SD - 438	1	0.85 %
St. Cloud, MN - 656	17	14.41 %
Total Responses	118	100.00 %

Q1. Select Work Area:		
Intensive Care Unit (MICU, SICU, CCU, MICU/CCU, MICU/SICU, Mixed ICU, Specialty ICU)	451	18.43 %
Emergency Department	161	6.58 %
Step-Down Care Unit (Progressive care unit, chronic ventilator, respiratory unit)	67	2.74 %
Observation Unit	9	0.37 %
Medicine	187	7.64 %
General Surgery	100	4.09 %
Medicine/Surgery	314	12.83 %
Psychiatry	285	11.65 %
Spinal Cord Injury	81	3.31 %
Rehabilitation	53	2.17 %
Nursing Home Care	289	11.81 %
Other	450	18.39 %
Total Responses	2447	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	COUNT	PERCENT
Q2. Select Tour of Duty:		
Day shift	1634	66.80 %
Evening shift	342	13.98 %
Night shift	470	19.22 %
Total Responses	2446	100.00 %

Q3. Please identify the hand-off processes that are used in your work area:

a. The previous shift charge nurse personally briefs the on-coming charge nurse

Always (100%)	1026	41.91 %
Usually (75%)	351	14.34 %
Sometimes (50%)	236	9.64 %
Rarely (25%)	176	7.19 %
Never (0%)	114	4.66 %
N/A (process not used)	545	22.26 %
Total Responses	2448	100.00 %

b. A nurse from the previous shift briefs a nurse on the on-coming shift

Always (100%)	1331	54.37 %
Usually (75%)	266	10.87 %
Sometimes (50%)	189	7.72 %
Rarely (25%)	162	6.62 %
Never (0%)	74	3.02 %
N/A (process not used)	426	17.40 %
Total Responses	2448	100.00 %

c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand off information on patient care

Always (100%)	543	22.18 %
Usually (75%)	210	8.58 %
Sometimes (50%)	182	7.43 %
Rarely (25%)	270	11.03 %
Never (0%)	504	20.59 %
N/A (process not used)	739	30.19 %
Total Responses	2448	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	COUNT	PERCENT
d. The previous shift charge nurse tape records patient care information for the on-coming shift		
Always (100%)	451	18.42 %
Usually (75%)	133	5.43 %
Sometimes (50%)	94	3.84 %
Rarely (25%)	117	4.78 %
Never (0%)	629	25.69 %
N/A (process not used)	1024	41.83 %
Total Responses	2448	100.00 %

e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Always (100%)	589	24.06 %
Usually (75%)	164	6.70 %
Sometimes (50%)	109	4.45 %
Rarely (25%)	136	5.56 %
Never (0%)	512	20.92 %
N/A (process not used)	938	38.32 %
Total Responses	2448	100.00 %

f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information

Always (100%)	478	19.53 %
Usually (75%)	211	8.62 %
Sometimes (50%)	155	6.33 %
Rarely (25%)	139	5.68 %
Never (0%)	478	19.53 %
N/A (process not used)	987	40.32 %
Total Responses	2448	100.00 %

g. Use other hand-off process not listed above

Always (100%)	352	14.38 %
Usually (75%)	125	5.11 %
Sometimes (50%)	136	5.56 %
Rarely (25%)	124	5.07 %
Never (0%)	470	19.20 %
N/A (process not used)	1241	50.69 %
Total Responses	2448	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

COUNT PERCENT

Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information?

Always (100%)	1397	57.07 %
Usually (75%)	456	18.63 %
Sometimes (50%)	177	7.23 %
Rarely (25%)	99	4.04 %
Never (0%)	319	13.03 %
Total Responses		
	2448	100.00 %

Q5. How much time is devoted to the hand-off process?

None	115	4.70 %
1 - 15 minutes	871	35.58 %
16 - 30 minutes	1240	50.65 %
31 - 45 minutes	132	5.39 %
46 - 1 hour	31	1.27 %
Greater than 1 hour	18	0.74 %
Other	41	1.67 %
Total Responses		
	2448	100.00 %

Q6. Does this hand-off process include an opportunity for you to ask and respond to questions?

Yes	2117	86.51 %
No	330	13.49 %
Total Responses		
	2447	100.00 %

Q7. How often do distractions interrupt the hand-off process?

Always (100%)	181	7.40 %
Usually (75%)	445	18.19 %
Sometimes (50%)	865	35.35 %
Rarely (25%)	783	32.00 %
Never (0%)	173	7.07 %
Total Responses		
	2447	100.00 %

Q8. Describe any "best practices" or successful actions that are used at your facility to limit the interruptions or distractions and enhance the hand-off process. *(open text field)*

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten?

	<i>COUNT</i>	<i>PERCENT</i>
Always (100%)	406	16.58 %
Usually (75%)	736	30.07 %
Sometimes (50%)	525	21.45 %
Rarely (25%)	543	22.18 %
Never (0%)	238	9.72 %
Total Responses	2448	100.00 %

Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate?

Always (100%)	968	39.54 %
Usually (75%)	732	29.90 %
Sometimes (50%)	325	13.28 %
Rarely (25%)	248	10.13 %
Never (0%)	175	7.15 %
Total Responses	2448	100.00 %

Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services?

Always (100%)	884	36.13 %
Usually (75%)	738	30.16 %
Sometimes (50%)	409	16.71 %
Rarely (25%)	268	10.95 %
Never (0%)	148	6.05 %
Total Responses	2447	100.00 %

Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift?

Yes	1968	80.43 %
No	479	19.57 %
Total Responses	2447	100.00 %

Q13. Does the hand-off process for a weekend or holiday differ from the hand off process for a weekday?

Yes	404	16.51 %
No	2043	83.49 %
Total Responses	2447	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	COUNT	PERCENT
Q14. Please identify what content information is included in the hand-off process in your work area		
a. Includes up-to-date (key) information regarding patient care, treatment, and services		
Always (100%)	1565	63.93 %
Usually (75%)	688	28.10 %
Sometimes (50%)	116	4.74 %
Rarely (25%)	25	1.02 %
Never (0%)	54	2.21 %
Total Responses	2448	100.00 %
b. Includes up-to-date information regarding patient condition and any recent or anticipated changes		
Always (100%)	1581	64.61 %
Usually (75%)	697	28.48 %
Sometimes (50%)	94	3.84 %
Rarely (25%)	24	0.98 %
Never (0%)	51	2.08 %
Total Responses	2447	100.00 %
c. Includes details on patients requiring one-on-one care		
Always (100%)	1751	71.56 %
Usually (75%)	457	18.68 %
Sometimes (50%)	109	4.45 %
Rarely (25%)	38	1.55 %
Never (0%)	92	3.76 %
Total Responses	2447	100.00 %
d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.		
Always (100%)	1470	60.07 %
Usually (75%)	689	28.16 %
Sometimes (50%)	151	6.17 %
Rarely (25%)	60	2.45 %
Never (0%)	77	3.15 %
Total Responses	2447	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	COUNT	PERCENT
e. Includes details on pharmacy issues or concerns		
Always (100%)	927	37.88 %
Usually (75%)	828	33.84 %
Sometimes (50%)	439	17.94 %
Rarely (25%)	166	6.78 %
Never (0%)	87	3.56 %
Total Responses	2447	100.00 %

f. Includes details that need to be communicated to later shifts		
Always (100%)	987	40.34 %
Usually (75%)	934	38.17 %
Sometimes (50%)	327	13.36 %
Rarely (25%)	98	4.00 %
Never (0%)	101	4.13 %
Total Responses	2447	100.00 %

g. Includes details regarding discharge planning concerns		
Always (100%)	674	27.54 %
Usually (75%)	739	30.20 %
Sometimes (50%)	595	24.32 %
Rarely (25%)	282	11.52 %
Never (0%)	157	6.42 %
Total Responses	2447	100.00 %

h. Includes other information not listed above		
Always (100%)	567	23.17 %
Usually (75%)	684	27.95 %
Sometimes (50%)	680	27.79 %
Rarely (25%)	235	9.60 %
Never (0%)	281	11.48 %
Total Responses	2447	100.00 %

Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC?

Yes	1791	73.19 %
No	656	26.81 %
Total Responses	2447	100.00 %

Count and Percent

VHA Nursing Hand-Off Survey

Q16. Are the following types of hand offs a concern or topic of interest at your facility?

	<i>COUNT</i>	<i>PERCENT</i>
a. Patient transfers to another VAMC?		
Yes	1852	75.65 %
No	596	24.35 %
Total Responses	2448	100.00 %

b. Patient transfers from another VAMC?		
Yes	1933	78.96 %
No	515	21.04 %
Total Responses	2448	100.00 %

c. Patient transfers to a non-VA hospital?		
Yes	1836	75.00 %
No	612	25.00 %
Total Responses	2448	100.00 %

d. Patient transfers from a non-VA hospital?		
Yes	1958	79.98 %
No	490	20.02 %
Total Responses	2448	100.00 %

e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?		
Yes	2003	81.82 %
No	445	18.18 %
Total Responses	2448	100.00 %

f. Same-day patient transfers within your facility (e.g., to radiology and return)?		
Yes	1831	74.80 %
No	617	25.20 %
Total Responses	2448	100.00 %

g. Physician shift-change handoffs?		
Yes	1431	58.46 %
No	1017	41.54 %
Total Responses	2448	100.00 %

Count and Percent (cont.)

VHA Nursing Hand-Off Survey

	<i>COUNT</i>	<i>PERCENT</i>
Q17. Have you experienced special potential risks to patients associated with nursing shift changes?		
Yes	800	32.69 %
No	1647	67.31 %
Total Responses	2447	100.00 %

Q18. What are the benefits of the hand-off process at this station (sub-station)? *(open text field)*

Q19. What are the challenges or difficulties encountered with the hand-off process at this station (sub-station)? *(open text field)*

SECTION III

OVERALL DATA SUMMARY REPORT

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VHA Nursing Hand-Off Survey, 2006--Overall Data Summary

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area

3a. The previous shift charge nurse personally briefs the on-coming charge nurse

<Not Answered>

<Not Answered>

N/A (process not used)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> **TOTAL** **1**

Emergency Department

Day Shift

Always (100%)	52	48.15
Usually (75%)	20	18.52
Sometimes (50%)	8	7.41
Rarely (25%)	4	3.7
Never (0%)	2	1.85
N/A (process not used)	22	20.37
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	12	42.86
Usually (75%)	5	17.86
Sometimes (50%)	3	10.71
Rarely (25%)	2	7.14
Never (0%)	2	7.14
N/A (process not used)	4	14.29
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	9	36
Usually (75%)	3	12
Sometimes (50%)	2	8
Rarely (25%)	3	12
Never (0%)	2	8
N/A (process not used)	6	24
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL **161**

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3a. The previous shift charge nurse personally briefs the on-coming charge nurse

General Surgery

Day Shift

Always (100%)	27	32.53
Usually (75%)	10	12.05
Sometimes (50%)	7	8.43
Rarely (25%)	3	3.61
Never (0%)	3	3.61
N/A (process not used)	33	39.76
<i>TOTAL</i>	83	99.99

Evening Shift

Always (100%)	1	8.33
Usually (75%)	4	33.33
Sometimes (50%)	2	16.67
Rarely (25%)	3	25
Never (0%)	1	8.33
N/A (process not used)	1	8.33
<i>TOTAL</i>	12	99.99

Night Shift

Sometimes (50%)	1	20
Rarely (25%)	1	20
Never (0%)	2	40
N/A (process not used)	1	20
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Q3. Please identify the hand-off processes that are used in your work area (cont.)

**3a. The previous shift charge nurse personally briefs the on-coming charge nurse
Intensive Care Unit**

Day Shift

Always (100%)	152	57.58
Usually (75%)	36	13.64
Sometimes (50%)	15	5.68
Rarely (25%)	16	6.06
Never (0%)	12	4.55
N/A (process not used)	33	12.5
<i>TOTAL</i>	<i>264</i>	<i>100.01</i>

Evening Shift

Always (100%)	17	54.84
Usually (75%)	3	9.68
Sometimes (50%)	1	3.23
Rarely (25%)	5	16.13
Never (0%)	2	6.45
N/A (process not used)	3	9.68
<i>TOTAL</i>	<i>31</i>	<i>100.01</i>

Night Shift

Always (100%)	94	60.26
Usually (75%)	15	9.62
Sometimes (50%)	14	8.97
Rarely (25%)	9	5.77
Never (0%)	11	7.05
N/A (process not used)	13	8.33
<i>TOTAL</i>	<i>156</i>	<i>100</i>

Intensive Care Unit TOTAL 451

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3a. The previous shift charge nurse personally briefs the on-coming charge nurse

Medicine

Day Shift

Always (100%)	34	28.81
Usually (75%)	26	22.03
Sometimes (50%)	20	16.95
Rarely (25%)	10	8.47
Never (0%)	7	5.93
N/A (process not used)	21	17.8
<i>TOTAL</i>	<i>118</i>	<i>99.99</i>

Evening Shift

Always (100%)	8	27.59
Usually (75%)	7	24.14
Sometimes (50%)	3	10.34
Rarely (25%)	4	13.79
Never (0%)	1	3.45
N/A (process not used)	6	20.69
<i>TOTAL</i>	<i>29</i>	<i>100</i>

Night Shift

Always (100%)	9	22.5
Usually (75%)	6	15
Sometimes (50%)	9	22.5
Rarely (25%)	10	25
Never (0%)	2	5
N/A (process not used)	4	10
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3a. The previous shift charge nurse personally briefs the on-coming charge nurse

Medicine/Surgery

Day Shift

Always (100%)	62	33.7
Usually (75%)	36	19.57
Sometimes (50%)	25	13.59
Rarely (25%)	21	11.41
Never (0%)	12	6.52
N/A (process not used)	28	15.22
<i>TOTAL</i>	<i>184</i>	<i>100.01</i>

Evening Shift

Always (100%)	16	26.23
Usually (75%)	10	16.39
Sometimes (50%)	10	16.39
Rarely (25%)	11	18.03
Never (0%)	7	11.48
N/A (process not used)	7	11.48
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	12	17.39
Usually (75%)	10	14.49
Sometimes (50%)	16	23.19
Rarely (25%)	10	14.49
Never (0%)	11	15.94
N/A (process not used)	10	14.49
<i>TOTAL</i>	<i>69</i>	<i>99.99</i>

Medicine/Surgery TOTAL 314

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3a. The previous shift charge nurse personally briefs the on-coming charge nurse
Nursing Home Care

Day Shift

Always (100%)	99	52.11
Usually (75%)	26	13.68
Sometimes (50%)	25	13.16
Rarely (25%)	16	8.42
Never (0%)	6	3.16
N/A (process not used)	18	9.47
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	25	52.08
Usually (75%)	9	18.75
Sometimes (50%)	2	4.17
Rarely (25%)	7	14.58
Never (0%)	1	2.08
N/A (process not used)	4	8.33
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Night Shift

Always (100%)	24	47.06
Usually (75%)	15	29.41
Sometimes (50%)	4	7.84
Rarely (25%)	3	5.88
Never (0%)	1	1.96
N/A (process not used)	4	7.84
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	3	60
Usually (75%)	1	20
N/A (process not used)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	2	50
Never (0%)	1	25
N/A (process not used)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3a. The previous shift charge nurse personally briefs the on-coming charge nurse

Other

Day Shift

Always (100%)	81	21.32
Usually (75%)	26	6.84
Sometimes (50%)	17	4.47
Rarely (25%)	13	3.42
Never (0%)	9	2.37
N/A (process not used)	234	61.58
<i>TOTAL</i>	<i>380</i>	<i>100</i>

Evening Shift

Always (100%)	23	63.89
Usually (75%)	5	13.89
Sometimes (50%)	2	5.56
Rarely (25%)	2	5.56
Never (0%)	1	2.78
N/A (process not used)	3	8.33
<i>TOTAL</i>	<i>36</i>	<i>100.01</i>

Night Shift

Always (100%)	19	55.88
Usually (75%)	5	14.71
Sometimes (50%)	2	5.88
Rarely (25%)	2	5.88
Never (0%)	1	2.94
N/A (process not used)	5	14.71
<i>TOTAL</i>	<i>34</i>	<i>100</i>

Other TOTAL 450

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3a. The previous shift charge nurse personally briefs the on-coming charge nurse

Psychiatry

<Not Answered>

Sometimes (50%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	101	56.11
Usually (75%)	22	12.22
Sometimes (50%)	16	8.89
Rarely (25%)	3	1.67
Never (0%)	4	2.22
N/A (process not used)	34	18.89
<i>TOTAL</i>	<i>180</i>	<i>100</i>

Evening Shift

Always (100%)	24	42.86
Usually (75%)	13	23.21
Sometimes (50%)	5	8.93
Rarely (25%)	2	3.57
Never (0%)	2	3.57
N/A (process not used)	10	17.86
<i>TOTAL</i>	<i>56</i>	<i>100</i>

Night Shift

Always (100%)	19	39.58
Usually (75%)	9	18.75
Sometimes (50%)	6	12.5
Rarely (25%)	7	14.58
Never (0%)	2	4.17
N/A (process not used)	5	10.42
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3a. The previous shift charge nurse personally briefs the on-coming charge nurse

Rehabilitation

Day Shift

Always (100%)	18	72
Usually (75%)	1	4
Sometimes (50%)	1	4
Rarely (25%)	1	4
N/A (process not used)	4	16
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Evening Shift

Always (100%)	9	50
Usually (75%)	3	16.67
Sometimes (50%)	4	22.22
N/A (process not used)	2	11.11
<i>TOTAL</i>	<i>18</i>	<i>100</i>

Night Shift

Always (100%)	7	70
Usually (75%)	3	30
<i>TOTAL</i>	<i>10</i>	<i>100</i>

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	22	42.31
Usually (75%)	7	13.46
Sometimes (50%)	6	11.54
Rarely (25%)	3	5.77
Never (0%)	5	9.62
N/A (process not used)	9	17.31
<i>TOTAL</i>	<i>52</i>	<i>100.01</i>

Evening Shift

Always (100%)	6	30
Usually (75%)	3	15
Sometimes (50%)	1	5
Rarely (25%)	2	10
Never (0%)	3	15
N/A (process not used)	5	25
<i>TOTAL</i>	<i>20</i>	<i>100</i>

Night Shift

Always (100%)	3	33.33
Usually (75%)	2	22.22
Sometimes (50%)	2	22.22
N/A (process not used)	2	22.22
<i>TOTAL</i>	<i>9</i>	<i>99.99</i>

Spinal Cord Injury TOTAL 81

Q3. Please identify the hand-off processes that are used in your work area (cont.)

**3a. The previous shift charge nurse personally briefs the on-coming charge nurse
Step-Down Care Unit**

Day Shift

Always (100%)	23	51.11
Usually (75%)	9	20
Sometimes (50%)	3	6.67
Rarely (25%)	1	2.22
N/A (process not used)	9	20
<i>TOTAL</i>	<i>45</i>	<i>100</i>

Evening Shift

Always (100%)	1	33.33
Usually (75%)	1	33.33
Never (0%)	1	33.33
<i>TOTAL</i>	<i>3</i>	<i>99.99</i>

Night Shift

Always (100%)	12	63.16
Sometimes (50%)	3	15.79
Rarely (25%)	2	10.53
N/A (process not used)	2	10.53
<i>TOTAL</i>	<i>19</i>	<i>100.01</i>

Step-Down Care Unit TOTAL 67

Ques 03a TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

<Not Answered>

<Not Answered>

Always (100%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Emergency Department

Day Shift

Always (100%)	82	75.93
Usually (75%)	18	16.67
Sometimes (50%)	4	3.7
Rarely (25%)	3	2.78
N/A (process not used)	1	0.93
<i>TOTAL</i>	<i>108</i>	<i>100.01</i>

Evening Shift

Always (100%)	22	78.57
Usually (75%)	4	14.29
Rarely (25%)	1	3.57
N/A (process not used)	1	3.57
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	16	64
Usually (75%)	4	16
Sometimes (50%)	3	12
Rarely (25%)	1	4
Never (0%)	1	4
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

General Surgery

Day Shift

Always (100%)	40	48.19
Usually (75%)	4	4.82
Sometimes (50%)	2	2.41
Rarely (25%)	4	4.82
Never (0%)	2	2.41
N/A (process not used)	31	37.35
<i>TOTAL</i>	<i>83</i>	<i>100</i>

Evening Shift

Always (100%)	4	33.33
Usually (75%)	1	8.33
Sometimes (50%)	4	33.33
Rarely (25%)	1	8.33
Never (0%)	1	8.33
N/A (process not used)	1	8.33
<i>TOTAL</i>	<i>12</i>	<i>99.98</i>

Night Shift

Always (100%)	2	40
Usually (75%)	2	40
Sometimes (50%)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

General Surgery TOTAL 100

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Intensive Care Unit

Day Shift

Always (100%)	224	84.85
Usually (75%)	14	5.3
Sometimes (50%)	9	3.41
Rarely (25%)	7	2.65
Never (0%)	1	0.38
N/A (process not used)	9	3.41
<i>TOTAL</i>	<i>264</i>	<i>100</i>

Evening Shift

Always (100%)	21	67.74
Usually (75%)	3	9.68
Sometimes (50%)	2	6.45
Rarely (25%)	1	3.23
Never (0%)	4	12.9
<i>TOTAL</i>	<i>31</i>	<i>100</i>

Night Shift

Always (100%)	133	85.26
Usually (75%)	6	3.85
Sometimes (50%)	8	5.13
Rarely (25%)	2	1.28
Never (0%)	3	1.92
N/A (process not used)	4	2.56
<i>TOTAL</i>	<i>156</i>	<i>100</i>

Intensive Care Unit TOTAL 451

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Medicine

Day Shift

Always (100%)	57	48.31
Usually (75%)	18	15.25
Sometimes (50%)	9	7.63
Rarely (25%)	6	5.08
Never (0%)	5	4.24
N/A (process not used)	23	19.49
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	13	44.83
Usually (75%)	7	24.14
Sometimes (50%)	1	3.45
Rarely (25%)	2	6.9
Never (0%)	1	3.45
N/A (process not used)	5	17.24
<i>TOTAL</i>	<i>29</i>	<i>100.01</i>

Night Shift

Always (100%)	18	45
Usually (75%)	9	22.5
Sometimes (50%)	3	7.5
Rarely (25%)	7	17.5
Never (0%)	1	2.5
N/A (process not used)	2	5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Medicine/Surgery

Day Shift

Always (100%)	97	52.72
Usually (75%)	23	12.5
Sometimes (50%)	21	11.41
Rarely (25%)	25	13.59
Never (0%)	3	1.63
N/A (process not used)	15	8.15
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	23	37.7
Usually (75%)	15	24.59
Sometimes (50%)	12	19.67
Rarely (25%)	6	9.84
Never (0%)	2	3.28
N/A (process not used)	3	4.92
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	33	47.83
Usually (75%)	13	18.84
Sometimes (50%)	11	15.94
Rarely (25%)	5	7.25
Never (0%)	3	4.35
N/A (process not used)	4	5.8
<i>TOTAL</i>	<i>69</i>	<i>100.01</i>

Medicine/Surgery TOTAL 314

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Nursing Home Care

Day Shift

Always (100%)	90	47.37
Usually (75%)	22	11.58
Sometimes (50%)	27	14.21
Rarely (25%)	21	11.05
Never (0%)	7	3.68
N/A (process not used)	23	12.11
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	23	47.92
Usually (75%)	5	10.42
Sometimes (50%)	2	4.17
Rarely (25%)	7	14.58
Never (0%)	5	10.42
N/A (process not used)	6	12.5
<i>TOTAL</i>	<i>48</i>	<i>100.01</i>

Night Shift

Always (100%)	25	49.02
Usually (75%)	9	17.65
Sometimes (50%)	4	7.84
Rarely (25%)	7	13.73
Never (0%)	1	1.96
N/A (process not used)	5	9.8
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	5	100
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	2	50
Usually (75%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Other

Day Shift

Always (100%)	104	27.37
Usually (75%)	27	7.11
Sometimes (50%)	15	3.95
Rarely (25%)	10	2.63
Never (0%)	9	2.37
N/A (process not used)	215	56.58
<i>TOTAL</i>	<i>380</i>	<i>100.01</i>

Evening Shift

Always (100%)	21	58.33
Usually (75%)	5	13.89
Sometimes (50%)	2	5.56
Rarely (25%)	3	8.33
N/A (process not used)	5	13.89
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	18	52.94
Usually (75%)	2	5.88
Sometimes (50%)	3	8.82
Rarely (25%)	5	14.71
Never (0%)	2	5.88
N/A (process not used)	4	11.76
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Psychiatry

<Not Answered>

Sometimes (50%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	94	52.22
Usually (75%)	14	7.78
Sometimes (50%)	15	8.33
Rarely (25%)	13	7.22
Never (0%)	7	3.89
N/A (process not used)	37	20.56
<i>TOTAL</i>	180	100

Evening Shift

Always (100%)	22	39.29
Usually (75%)	8	14.29
Sometimes (50%)	8	14.29
Rarely (25%)	5	8.93
Never (0%)	2	3.57
N/A (process not used)	11	19.64
<i>TOTAL</i>	56	100.01

Night Shift

Always (100%)	17	35.42
Usually (75%)	7	14.58
Sometimes (50%)	6	12.5
Rarely (25%)	9	18.75
Never (0%)	4	8.33
N/A (process not used)	5	10.42
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Rehabilitation

Day Shift

Always (100%)	17	68
Usually (75%)	2	8
Sometimes (50%)	1	4
Rarely (25%)	1	4
Never (0%)	1	4
N/A (process not used)	3	12
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	5	27.78
Usually (75%)	5	27.78
Sometimes (50%)	3	16.67
Rarely (25%)	1	5.56
Never (0%)	2	11.11
N/A (process not used)	2	11.11
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	8	80
Usually (75%)	1	10
Sometimes (50%)	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	29	55.77
Usually (75%)	6	11.54
Sometimes (50%)	4	7.69
Rarely (25%)	6	11.54
Never (0%)	1	1.92
N/A (process not used)	6	11.54
<i>TOTAL</i>	52	100

Evening Shift

Always (100%)	9	45
Usually (75%)	3	15
Sometimes (50%)	2	10
Rarely (25%)	1	5
Never (0%)	3	15
N/A (process not used)	2	10
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	6	66.67
Usually (75%)	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3b. A nurse from the previous shift briefs a nurse on the on-coming shift

Step-Down Care Unit

Day Shift

Always (100%)	34	75.56
Usually (75%)	2	4.44
Sometimes (50%)	4	8.89
Never (0%)	2	4.44
N/A (process not used)	3	6.67
<i>TOTAL</i>	<i>45</i>	<i>100</i>

Evening Shift

Always (100%)	3	100
<i>TOTAL</i>	<i>3</i>	<i>100</i>

Night Shift

Always (100%)	13	68.42
Usually (75%)	3	15.79
Sometimes (50%)	1	5.26
Rarely (25%)	2	10.53
<i>TOTAL</i>	<i>19</i>	<i>100</i>

Step-Down Care Unit TOTAL 67

Ques 03b TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

<Not Answered>

<Not Answered>

N/A (process not used)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Emergency Department

Day Shift

Always (100%)	29	26.85
Usually (75%)	21	19.44
Sometimes (50%)	12	11.11
Rarely (25%)	18	16.67
Never (0%)	9	8.33
N/A (process not used)	19	17.59
<i>TOTAL</i>	<i>108</i>	<i>99.99</i>

Evening Shift

Always (100%)	6	21.43
Usually (75%)	4	14.29
Sometimes (50%)	3	10.71
Rarely (25%)	6	21.43
Never (0%)	4	14.29
N/A (process not used)	5	17.86
<i>TOTAL</i>	<i>28</i>	<i>100.01</i>

Night Shift

Always (100%)	8	32
Usually (75%)	2	8
Sometimes (50%)	1	4
Rarely (25%)	5	20
Never (0%)	5	20
N/A (process not used)	4	16
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

General Surgery

Day Shift

Always (100%)	22	26.51
Usually (75%)	6	7.23
Sometimes (50%)	3	3.61
Rarely (25%)	5	6.02
Never (0%)	10	12.05
N/A (process not used)	37	44.58
<i>TOTAL</i>	83	100

Evening Shift

Always (100%)	2	16.67
Never (0%)	6	50
N/A (process not used)	4	33.33
<i>TOTAL</i>	12	100

Night Shift

Rarely (25%)	1	20
Never (0%)	4	80
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Intensive Care Unit

Day Shift

Always (100%)	51	19.32
Usually (75%)	11	4.17
Sometimes (50%)	19	7.2
Rarely (25%)	31	11.74
Never (0%)	60	22.73
N/A (process not used)	92	34.85
<i>TOTAL</i>	<i>264</i>	<i>100.01</i>

Evening Shift

Always (100%)	8	25.81
Usually (75%)	1	3.23
Sometimes (50%)	4	12.9
Rarely (25%)	1	3.23
Never (0%)	12	38.71
N/A (process not used)	5	16.13
<i>TOTAL</i>	<i>31</i>	<i>100.01</i>

Night Shift

Always (100%)	19	12.18
Usually (75%)	11	7.05
Sometimes (50%)	10	6.41
Rarely (25%)	23	14.74
Never (0%)	48	30.77
N/A (process not used)	45	28.85
<i>TOTAL</i>	<i>156</i>	<i>100</i>

Intensive Care Unit TOTAL 451

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Medicine

Day Shift

Always (100%)	33	27.97
Usually (75%)	17	14.41
Sometimes (50%)	5	4.24
Rarely (25%)	10	8.47
Never (0%)	24	20.34
N/A (process not used)	29	24.58
<i>TOTAL</i>	<i>118</i>	<i>100.01</i>

Evening Shift

Always (100%)	13	44.83
Usually (75%)	4	13.79
Sometimes (50%)	2	6.9
Rarely (25%)	4	13.79
Never (0%)	5	17.24
N/A (process not used)	1	3.45
<i>TOTAL</i>	<i>29</i>	<i>100</i>

Night Shift

Always (100%)	8	20
Usually (75%)	1	2.5
Sometimes (50%)	2	5
Rarely (25%)	7	17.5
Never (0%)	12	30
N/A (process not used)	10	25
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Medicine/Surgery

Day Shift

Always (100%)	42	22.83
Usually (75%)	18	9.78
Sometimes (50%)	20	10.87
Rarely (25%)	26	14.13
Never (0%)	48	26.09
N/A (process not used)	30	16.3
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	7	11.48
Usually (75%)	4	6.56
Sometimes (50%)	5	8.2
Rarely (25%)	9	14.75
Never (0%)	23	37.7
N/A (process not used)	13	21.31
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	9	13.04
Usually (75%)	6	8.7
Sometimes (50%)	4	5.8
Rarely (25%)	8	11.59
Never (0%)	28	40.58
N/A (process not used)	14	20.29
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Nursing Home Care

Day Shift

Always (100%)	43	22.63
Usually (75%)	18	9.47
Sometimes (50%)	20	10.53
Rarely (25%)	21	11.05
Never (0%)	45	23.68
N/A (process not used)	43	22.63
<i>TOTAL</i>	<i>190</i>	<i>99.99</i>

Evening Shift

Always (100%)	13	27.08
Usually (75%)	3	6.25
Sometimes (50%)	4	8.33
Rarely (25%)	5	10.42
Never (0%)	13	27.08
N/A (process not used)	10	20.83
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Night Shift

Always (100%)	16	31.37
Usually (75%)	6	11.76
Sometimes (50%)	2	3.92
Rarely (25%)	7	13.73
Never (0%)	8	15.69
N/A (process not used)	12	23.53
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	3	60
Never (0%)	1	20
N/A (process not used)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	2	50
Sometimes (50%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Other

Day Shift

Always (100%)	41	10.79
Usually (75%)	16	4.21
Sometimes (50%)	13	3.42
Rarely (25%)	12	3.16
Never (0%)	44	11.58
N/A (process not used)	254	66.84
<i>TOTAL</i>	<i>380</i>	<i>100</i>

Evening Shift

Always (100%)	14	38.89
Usually (75%)	4	11.11
Sometimes (50%)	2	5.56
Rarely (25%)	2	5.56
Never (0%)	7	19.44
N/A (process not used)	7	19.44
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	8	23.53
Usually (75%)	3	8.82
Sometimes (50%)	1	2.94
Rarely (25%)	4	11.76
Never (0%)	8	23.53
N/A (process not used)	10	29.41
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Psychiatry

<Not Answered>

Never (0%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	60	33.33
Usually (75%)	17	9.44
Sometimes (50%)	15	8.33
Rarely (25%)	18	10
Never (0%)	27	15
N/A (process not used)	43	23.89
<i>TOTAL</i>	<i>180</i>	<i>99.99</i>

Evening Shift

Always (100%)	15	26.79
Usually (75%)	10	17.86
Sometimes (50%)	7	12.5
Rarely (25%)	9	16.07
Never (0%)	6	10.71
N/A (process not used)	9	16.07
<i>TOTAL</i>	<i>56</i>	<i>100</i>

Night Shift

Always (100%)	7	14.58
Usually (75%)	3	6.25
Sometimes (50%)	7	14.58
Rarely (25%)	10	20.83
Never (0%)	15	31.25
N/A (process not used)	6	12.5
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Rehabilitation

Day Shift

Always (100%)	12	48
Usually (75%)	4	16
Sometimes (50%)	2	8
Rarely (25%)	4	16
N/A (process not used)	3	12
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	3	16.67
Usually (75%)	5	27.78
Sometimes (50%)	2	11.11
Rarely (25%)	2	11.11
Never (0%)	3	16.67
N/A (process not used)	3	16.67
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	2	20
Usually (75%)	4	40
Rarely (25%)	1	10
Never (0%)	1	10
N/A (process not used)	2	20
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Spinal Cord Injury

Day Shift

Always (100%)	22	42.31
Sometimes (50%)	5	9.62
Rarely (25%)	12	23.08
Never (0%)	6	11.54
N/A (process not used)	7	13.46
<i>TOTAL</i>	<i>52</i>	<i>100.01</i>

Evening Shift

Always (100%)	7	35
Usually (75%)	1	5
Sometimes (50%)	6	30
Rarely (25%)	1	5
Never (0%)	3	15
N/A (process not used)	2	10
<i>TOTAL</i>	<i>20</i>	<i>100</i>

Night Shift

Always (100%)	4	44.44
Usually (75%)	4	44.44
Rarely (25%)	1	11.11
<i>TOTAL</i>	<i>9</i>	<i>99.99</i>

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand-off information on patient care

Step-Down Care Unit

Day Shift

Always (100%)	10	22.22
Usually (75%)	3	6.67
Sometimes (50%)	3	6.67
Rarely (25%)	3	6.67
Never (0%)	12	26.67
N/A (process not used)	14	31.11
<i>TOTAL</i>	45	100.01

Evening Shift

Always (100%)	1	33.33
Sometimes (50%)	1	33.33
Never (0%)	1	33.33
<i>TOTAL</i>	3	99.99

Night Shift

Always (100%)	3	15.79
Usually (75%)	3	15.79
Sometimes (50%)	1	5.26
Rarely (25%)	4	21.05
Never (0%)	4	21.05
N/A (process not used)	4	21.05
<i>TOTAL</i>	19	99.99

Step-Down Care Unit TOTAL 67

Ques 03c TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

<Not Answered>

<Not Answered>

N/A (process not used)	1	100
<i>TOTAL</i>	1	100

<Not Answered> **TOTAL** 1

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Emergency Department

Day Shift

Never (0%)	40	37.04
N/A (process not used)	68	62.96
<i>TOTAL</i>	108	100

Evening Shift

Always (100%)	1	3.57
Never (0%)	12	42.86
N/A (process not used)	15	53.57
<i>TOTAL</i>	28	100

Night Shift

Always (100%)	1	4
Never (0%)	10	40
N/A (process not used)	14	56
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Always (100%)	14	16.87
Usually (75%)	5	6.02
Sometimes (50%)	2	2.41
Rarely (25%)	3	3.61
Never (0%)	19	22.89
N/A (process not used)	40	48.19
<i>TOTAL</i>	83	99.99

Evening Shift

Always (100%)	2	16.67
Sometimes (50%)	1	8.33
Never (0%)	3	25
N/A (process not used)	6	50
<i>TOTAL</i>	12	100

Night Shift

Never (0%)	5	100
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Intensive Care Unit

Day Shift

Always (100%)	20	7.58
Usually (75%)	7	2.65
Sometimes (50%)	8	3.03
Rarely (25%)	15	5.68
Never (0%)	88	33.33
N/A (process not used)	126	47.73
<i>TOTAL</i>	<i>264</i>	<i>100</i>

Evening Shift

Always (100%)	5	16.13
Sometimes (50%)	1	3.23
Rarely (25%)	1	3.23
Never (0%)	20	64.52
N/A (process not used)	4	12.9
<i>TOTAL</i>	<i>31</i>	<i>100.01</i>

Night Shift

Always (100%)	10	6.41
Usually (75%)	3	1.92
Sometimes (50%)	2	1.28
Rarely (25%)	6	3.85
Never (0%)	56	35.9
N/A (process not used)	79	50.64
<i>TOTAL</i>	<i>156</i>	<i>100</i>

Intensive Care Unit TOTAL 451

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Medicine

Day Shift

Always (100%)	28	23.73
Usually (75%)	9	7.63
Sometimes (50%)	7	5.93
Rarely (25%)	7	5.93
Never (0%)	32	27.12
N/A (process not used)	35	29.66
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	12	41.38
Sometimes (50%)	3	10.34
Rarely (25%)	1	3.45
Never (0%)	5	17.24
N/A (process not used)	8	27.59
<i>TOTAL</i>	<i>29</i>	<i>100</i>

Night Shift

Always (100%)	8	20
Usually (75%)	3	7.5
Sometimes (50%)	1	2.5
Rarely (25%)	2	5
Never (0%)	13	32.5
N/A (process not used)	13	32.5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Medicine/Surgery

Day Shift

Always (100%)	35	19.02
Usually (75%)	12	6.52
Sometimes (50%)	11	5.98
Rarely (25%)	8	4.35
Never (0%)	60	32.61
N/A (process not used)	58	31.52
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	6	9.84
Usually (75%)	5	8.2
Sometimes (50%)	8	13.11
Rarely (25%)	4	6.56
Never (0%)	15	24.59
N/A (process not used)	23	37.7
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	11	15.94
Usually (75%)	4	5.8
Rarely (25%)	4	5.8
Never (0%)	25	36.23
N/A (process not used)	25	36.23
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Nursing Home Care

Day Shift

Always (100%)	70	36.84
Usually (75%)	25	13.16
Sometimes (50%)	12	6.32
Rarely (25%)	9	4.74
Never (0%)	34	17.89
N/A (process not used)	40	21.05
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	18	37.5
Usually (75%)	8	16.67
Sometimes (50%)	2	4.17
Rarely (25%)	3	6.25
Never (0%)	7	14.58
N/A (process not used)	10	20.83
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	23	45.1
Usually (75%)	3	5.88
Sometimes (50%)	4	7.84
Rarely (25%)	4	7.84
Never (0%)	8	15.69
N/A (process not used)	9	17.65
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Never (0%)	2	40
N/A (process not used)	3	60
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	1	25
Rarely (25%)	1	25
Never (0%)	2	50
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Other

Day Shift

Always (100%)	27	7.11
Usually (75%)	8	2.11
Sometimes (50%)	9	2.37
Rarely (25%)	6	1.58
Never (0%)	49	12.89
N/A (process not used)	281	73.95
<i>TOTAL</i>	<i>380</i>	<i>100.01</i>

Evening Shift

Always (100%)	4	11.11
Usually (75%)	7	19.44
Sometimes (50%)	1	2.78
Never (0%)	11	30.56
N/A (process not used)	13	36.11
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	4	11.76
Usually (75%)	1	2.94
Sometimes (50%)	2	5.88
Rarely (25%)	3	8.82
Never (0%)	10	29.41
N/A (process not used)	14	41.18
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Psychiatry

<Not Answered>

Always (100%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	51	28.33
Usually (75%)	14	7.78
Sometimes (50%)	10	5.56
Rarely (25%)	11	6.11
Never (0%)	33	18.33
N/A (process not used)	61	33.89
<i>TOTAL</i>	<i>180</i>	<i>100</i>

Evening Shift

Always (100%)	26	46.43
Usually (75%)	3	5.36
Sometimes (50%)	3	5.36
Rarely (25%)	4	7.14
Never (0%)	8	14.29
N/A (process not used)	12	21.43
<i>TOTAL</i>	<i>56</i>	<i>100.01</i>

Night Shift

Always (100%)	22	45.83
Usually (75%)	3	6.25
Sometimes (50%)	1	2.08
Rarely (25%)	5	10.42
Never (0%)	11	22.92
N/A (process not used)	6	12.5
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Rehabilitation

Day Shift

Always (100%)	11	44
Usually (75%)	1	4
Sometimes (50%)	1	4
Rarely (25%)	1	4
Never (0%)	5	20
N/A (process not used)	6	24
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	7	38.89
Usually (75%)	3	16.67
Sometimes (50%)	2	11.11
Never (0%)	5	27.78
N/A (process not used)	1	5.56
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	4	40
Never (0%)	2	20
N/A (process not used)	4	40
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3d. The previous shift charge nurse tape records patient care information for the on-coming shift

Spinal Cord Injury

Day Shift

Always (100%)	17	32.69
Usually (75%)	2	3.85
Sometimes (50%)	1	1.92
Rarely (25%)	10	19.23
Never (0%)	11	21.15
N/A (process not used)	11	21.15
<i>TOTAL</i>	<i>52</i>	<i>99.99</i>

Evening Shift

Always (100%)	3	15
Usually (75%)	4	20
Rarely (25%)	5	25
Never (0%)	2	10
N/A (process not used)	6	30
<i>TOTAL</i>	<i>20</i>	<i>100</i>

Night Shift

Always (100%)	1	11.11
Sometimes (50%)	2	22.22
Rarely (25%)	2	22.22
Never (0%)	1	11.11
N/A (process not used)	3	33.33
<i>TOTAL</i>	<i>9</i>	<i>99.99</i>

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Always (100%)	7	15.56
Usually (75%)	1	2.22
Rarely (25%)	2	4.44
Never (0%)	15	33.33
N/A (process not used)	20	44.44
<i>TOTAL</i>	<i>45</i>	<i>99.99</i>

Evening Shift

Never (0%)	3	100
<i>TOTAL</i>	<i>3</i>	<i>100</i>

Night Shift

Always (100%)	1	5.26
Usually (75%)	2	10.53
Never (0%)	7	36.84
N/A (process not used)	9	47.37
<i>TOTAL</i>	<i>19</i>	<i>100</i>

Step-Down Care Unit TOTAL 67

Ques 03d TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

<Not Answered>

<Not Answered>

N/A (process not used)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Emergency Department

Day Shift

Never (0%)	39	36.11
N/A (process not used)	69	63.89
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	1	3.57
Never (0%)	12	42.86
N/A (process not used)	15	53.57
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	2	8
Never (0%)	10	40
N/A (process not used)	13	52
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

General Surgery

Day Shift

Always (100%)	21	25.3
Usually (75%)	6	7.23
Sometimes (50%)	3	3.61
Rarely (25%)	2	2.41
Never (0%)	12	14.46
N/A (process not used)	39	46.99
<i>TOTAL</i>	<i>83</i>	<i>100</i>

Evening Shift

Always (100%)	7	58.33
Sometimes (50%)	1	8.33
Never (0%)	1	8.33
N/A (process not used)	3	25
<i>TOTAL</i>	<i>12</i>	<i>99.99</i>

Night Shift

Always (100%)	2	40
Usually (75%)	1	20
Sometimes (50%)	1	20
Never (0%)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

General Surgery TOTAL 100

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Intensive Care Unit

Day Shift

Always (100%)	39	14.77
Usually (75%)	10	3.79
Sometimes (50%)	11	4.17
Rarely (25%)	22	8.33
Never (0%)	78	29.55
N/A (process not used)	104	39.39
<i>TOTAL</i>	<i>264</i>	<i>100</i>

Evening Shift

Always (100%)	7	22.58
Usually (75%)	1	3.23
Sometimes (50%)	1	3.23
Rarely (25%)	3	9.68
Never (0%)	16	51.61
N/A (process not used)	3	9.68
<i>TOTAL</i>	<i>31</i>	<i>100.01</i>

Night Shift

Always (100%)	18	11.54
Usually (75%)	7	4.49
Sometimes (50%)	6	3.85
Rarely (25%)	9	5.77
Never (0%)	48	30.77
N/A (process not used)	68	43.59
<i>TOTAL</i>	<i>156</i>	<i>100.01</i>

Intensive Care Unit TOTAL 451

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Medicine

Day Shift

Always (100%)	44	37.29
Usually (75%)	14	11.86
Sometimes (50%)	10	8.47
Rarely (25%)	9	7.63
Never (0%)	17	14.41
N/A (process not used)	24	20.34
<i>TOTAL</i>	118	100

Evening Shift

Always (100%)	15	51.72
Usually (75%)	5	17.24
Sometimes (50%)	1	3.45
Rarely (25%)	1	3.45
Never (0%)	2	6.9
N/A (process not used)	5	17.24
<i>TOTAL</i>	29	100

Night Shift

Always (100%)	25	62.5
Usually (75%)	3	7.5
Sometimes (50%)	1	2.5
Rarely (25%)	1	2.5
Never (0%)	4	10
N/A (process not used)	6	15
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Medicine/Surgery

Day Shift

Always (100%)	89	48.37
Usually (75%)	15	8.15
Sometimes (50%)	6	3.26
Rarely (25%)	3	1.63
Never (0%)	34	18.48
N/A (process not used)	37	20.11
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	22	36.07
Usually (75%)	7	11.48
Sometimes (50%)	3	4.92
Rarely (25%)	1	1.64
Never (0%)	10	16.39
N/A (process not used)	18	29.51
<i>TOTAL</i>	<i>61</i>	<i>100.01</i>

Night Shift

Always (100%)	22	31.88
Usually (75%)	7	10.14
Sometimes (50%)	3	4.35
Rarely (25%)	6	8.7
Never (0%)	13	18.84
N/A (process not used)	18	26.09
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Nursing Home Care

Day Shift

Always (100%)	59	31.05
Usually (75%)	17	8.95
Sometimes (50%)	14	7.37
Rarely (25%)	17	8.95
Never (0%)	43	22.63
N/A (process not used)	40	21.05
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	17	35.42
Usually (75%)	4	8.33
Sometimes (50%)	4	8.33
Rarely (25%)	6	12.5
Never (0%)	6	12.5
N/A (process not used)	11	22.92
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	20	39.22
Usually (75%)	6	11.76
Sometimes (50%)	2	3.92
Never (0%)	9	17.65
N/A (process not used)	14	27.45
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Never (0%)	2	40
N/A (process not used)	3	60
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	1	25
Sometimes (50%)	1	25
Never (0%)	2	50
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Other

Day Shift

Always (100%)	43	11.32
Usually (75%)	14	3.68
Sometimes (50%)	8	2.11
Rarely (25%)	6	1.58
Never (0%)	39	10.26
N/A (process not used)	270	71.05
<i>TOTAL</i>	<i>380</i>	<i>100</i>

Evening Shift

Always (100%)	7	19.44
Usually (75%)	6	16.67
Sometimes (50%)	2	5.56
Never (0%)	9	25
N/A (process not used)	12	33.33
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	7	20.59
Usually (75%)	2	5.88
Sometimes (50%)	2	5.88
Rarely (25%)	2	5.88
Never (0%)	7	20.59
N/A (process not used)	14	41.18
<i>TOTAL</i>	<i>34</i>	<i>100</i>

Other TOTAL 450

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	39	21.67
Usually (75%)	12	6.67
Sometimes (50%)	14	7.78
Rarely (25%)	13	7.22
Never (0%)	38	21.11
N/A (process not used)	64	35.56
<i>TOTAL</i>	<i>180</i>	<i>100.01</i>

Evening Shift

Always (100%)	23	41.07
Usually (75%)	2	3.57
Sometimes (50%)	4	7.14
Rarely (25%)	5	8.93
Never (0%)	8	14.29
N/A (process not used)	14	25
<i>TOTAL</i>	<i>56</i>	<i>100</i>

Night Shift

Always (100%)	16	33.33
Usually (75%)	7	14.58
Sometimes (50%)	3	6.25
Rarely (25%)	4	8.33
Never (0%)	11	22.92
N/A (process not used)	7	14.58
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Psychiatry TOTAL 285

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Rehabilitation

Day Shift

Always (100%)	8	32
Usually (75%)	3	12
Sometimes (50%)	1	4
Rarely (25%)	1	4
Never (0%)	5	20
N/A (process not used)	7	28
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	6	33.33
Usually (75%)	3	16.67
Sometimes (50%)	1	5.56
Rarely (25%)	1	5.56
Never (0%)	4	22.22
N/A (process not used)	3	16.67
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	5	50
Never (0%)	1	10
N/A (process not used)	4	40
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Spinal Cord Injury

Day Shift

Always (100%)	10	19.23
Usually (75%)	6	11.54
Sometimes (50%)	1	1.92
Rarely (25%)	12	23.08
Never (0%)	9	17.31
N/A (process not used)	14	26.92
<i>TOTAL</i>	<i>52</i>	<i>100</i>

Evening Shift

Always (100%)	2	10
Usually (75%)	1	5
Rarely (25%)	5	25
Never (0%)	4	20
N/A (process not used)	8	40
<i>TOTAL</i>	<i>20</i>	<i>100</i>

Night Shift

Always (100%)	1	11.11
Usually (75%)	1	11.11
Sometimes (50%)	3	33.33
Rarely (25%)	1	11.11
N/A (process not used)	3	33.33
<i>TOTAL</i>	<i>9</i>	<i>99.99</i>

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

Step-Down Care Unit

Day Shift

Always (100%)	8	17.78
Usually (75%)	2	4.44
Sometimes (50%)	2	4.44
Rarely (25%)	3	6.67
Never (0%)	11	24.44
N/A (process not used)	19	42.22
<i>TOTAL</i>	45	99.99

Evening Shift

Always (100%)	1	33.33
Never (0%)	2	66.67
<i>TOTAL</i>	3	100

Night Shift

Always (100%)	2	10.53
Usually (75%)	1	5.26
Rarely (25%)	3	15.79
Never (0%)	5	26.32
N/A (process not used)	8	42.11
<i>TOTAL</i>	19	100.01

Step-Down Care Unit TOTAL 67

Ques 03e TOTAL 2448

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

<Not Answered>

<Not Answered>

N/A (process not used)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Emergency Department

Day Shift

Always (100%)	4	3.7
Usually (75%)	2	1.85
Sometimes (50%)	3	2.78
Rarely (25%)	1	0.93
Never (0%)	32	29.63
N/A (process not used)	66	61.11
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	4	14.29
Usually (75%)	1	3.57
Sometimes (50%)	1	3.57
Rarely (25%)	2	7.14
Never (0%)	8	28.57
N/A (process not used)	12	42.86
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Usually (75%)	1	4
Sometimes (50%)	1	4
Never (0%)	11	44
N/A (process not used)	12	48
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

General Surgery

Day Shift

Always (100%)	20	24.1
Usually (75%)	4	4.82
Sometimes (50%)	4	4.82
Rarely (25%)	6	7.23
Never (0%)	11	13.25
N/A (process not used)	38	45.78
<i>TOTAL</i>	83	100

Evening Shift

Always (100%)	5	41.67
Usually (75%)	1	8.33
Sometimes (50%)	1	8.33
Never (0%)	3	25
N/A (process not used)	2	16.67
<i>TOTAL</i>	12	100

Night Shift

Always (100%)	1	20
Rarely (25%)	1	20
Never (0%)	2	40
N/A (process not used)	1	20
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Intensive Care Unit

Day Shift

Always (100%)	27	10.23
Usually (75%)	10	3.79
Sometimes (50%)	19	7.2
Rarely (25%)	20	7.58
Never (0%)	70	26.52
N/A (process not used)	118	44.7
<i>TOTAL</i>	<i>264</i>	<i>100.02</i>

Evening Shift

Always (100%)	3	9.68
Usually (75%)	3	9.68
Sometimes (50%)	1	3.23
Rarely (25%)	2	6.45
Never (0%)	14	45.16
N/A (process not used)	8	25.81
<i>TOTAL</i>	<i>31</i>	<i>100.01</i>

Night Shift

Always (100%)	17	10.9
Usually (75%)	11	7.05
Sometimes (50%)	13	8.33
Rarely (25%)	11	7.05
Never (0%)	47	30.13
N/A (process not used)	57	36.54
<i>TOTAL</i>	<i>156</i>	<i>100</i>

Intensive Care Unit TOTAL 451

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Medicine

Day Shift

Always (100%)	44	37.29
Usually (75%)	18	15.25
Sometimes (50%)	6	5.08
Rarely (25%)	5	4.24
Never (0%)	13	11.02
N/A (process not used)	32	27.12
<i>TOTAL</i>	118	100

Evening Shift

Always (100%)	7	24.14
Usually (75%)	8	27.59
Sometimes (50%)	2	6.9
Rarely (25%)	1	3.45
Never (0%)	4	13.79
N/A (process not used)	7	24.14
<i>TOTAL</i>	29	100.01

Night Shift

Always (100%)	10	25
Usually (75%)	5	12.5
Sometimes (50%)	1	2.5
Rarely (25%)	1	2.5
Never (0%)	10	25
N/A (process not used)	13	32.5
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Medicine/Surgery

Day Shift

Always (100%)	44	23.91
Usually (75%)	27	14.67
Sometimes (50%)	18	9.78
Rarely (25%)	15	8.15
Never (0%)	38	20.65
N/A (process not used)	42	22.83
<i>TOTAL</i>	<i>184</i>	<i>99.99</i>

Evening Shift

Always (100%)	20	32.79
Usually (75%)	9	14.75
Sometimes (50%)	6	9.84
Rarely (25%)	6	9.84
Never (0%)	8	13.11
N/A (process not used)	12	19.67
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	13	18.84
Usually (75%)	10	14.49
Sometimes (50%)	9	13.04
Rarely (25%)	11	15.94
Never (0%)	14	20.29
N/A (process not used)	12	17.39
<i>TOTAL</i>	<i>69</i>	<i>99.99</i>

Medicine/Surgery TOTAL 314

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Nursing Home Care

Day Shift

Always (100%)	46	24.21
Usually (75%)	21	11.05
Sometimes (50%)	13	6.84
Rarely (25%)	11	5.79
Never (0%)	37	19.47
N/A (process not used)	62	32.63
<i>TOTAL</i>	<i>190</i>	<i>99.99</i>

Evening Shift

Always (100%)	19	39.58
Usually (75%)	5	10.42
Sometimes (50%)	1	2.08
Rarely (25%)	1	2.08
Never (0%)	9	18.75
N/A (process not used)	13	27.08
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Night Shift

Always (100%)	12	23.53
Usually (75%)	3	5.88
Sometimes (50%)	4	7.84
Rarely (25%)	6	11.76
Never (0%)	9	17.65
N/A (process not used)	17	33.33
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	2	40
Never (0%)	2	40
N/A (process not used)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Never (0%)	2	50
N/A (process not used)	2	50
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Other

Day Shift

Always (100%)	27	7.11
Usually (75%)	19	5
Sometimes (50%)	8	2.11
Rarely (25%)	9	2.37
Never (0%)	36	9.47
N/A (process not used)	281	73.95
<i>TOTAL</i>	<i>380</i>	<i>100.01</i>

Evening Shift

Always (100%)	8	22.22
Usually (75%)	3	8.33
Sometimes (50%)	5	13.89
Rarely (25%)	1	2.78
Never (0%)	7	19.44
N/A (process not used)	12	33.33
<i>TOTAL</i>	<i>36</i>	<i>99.99</i>

Night Shift

Always (100%)	5	14.71
Usually (75%)	6	17.65
Sometimes (50%)	3	8.82
Never (0%)	10	29.41
N/A (process not used)	10	29.41
<i>TOTAL</i>	<i>34</i>	<i>100</i>

Other TOTAL 450

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Psychiatry

<Not Answered>

Never (0%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	48	26.67
Usually (75%)	12	6.67
Sometimes (50%)	14	7.78
Rarely (25%)	10	5.56
Never (0%)	23	12.78
N/A (process not used)	73	40.56
<i>TOTAL</i>	<i>180</i>	<i>100.02</i>

Evening Shift

Always (100%)	17	30.36
Usually (75%)	1	1.79
Sometimes (50%)	3	5.36
Rarely (25%)	3	5.36
Never (0%)	13	23.21
N/A (process not used)	19	33.93
<i>TOTAL</i>	<i>56</i>	<i>100.01</i>

Night Shift

Always (100%)	13	27.08
Usually (75%)	4	8.33
Sometimes (50%)	4	8.33
Rarely (25%)	4	8.33
Never (0%)	10	20.83
N/A (process not used)	13	27.08
<i>TOTAL</i>	<i>48</i>	<i>99.98</i>

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Rehabilitation

Day Shift

Always (100%)	14	56
Sometimes (50%)	1	4
Never (0%)	3	12
N/A (process not used)	7	28
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	2	11.11
Usually (75%)	2	11.11
Sometimes (50%)	2	11.11
Rarely (25%)	2	11.11
Never (0%)	6	33.33
N/A (process not used)	4	22.22
<i>TOTAL</i>	18	99.99

Night Shift

Always (100%)	3	30
Usually (75%)	3	30
Never (0%)	1	10
N/A (process not used)	3	30
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Spinal Cord Injury

Day Shift

Always (100%)	25	48.08
Usually (75%)	5	9.62
Sometimes (50%)	5	9.62
Rarely (25%)	4	7.69
Never (0%)	4	7.69
N/A (process not used)	9	17.31
<i>TOTAL</i>	<i>52</i>	<i>100.01</i>

Evening Shift

Always (100%)	9	45
Usually (75%)	1	5
Never (0%)	4	20
N/A (process not used)	6	30
<i>TOTAL</i>	<i>20</i>	<i>100</i>

Night Shift

Always (100%)	3	33.33
Usually (75%)	2	22.22
Sometimes (50%)	1	11.11
Rarely (25%)	1	11.11
Never (0%)	1	11.11
N/A (process not used)	1	11.11
<i>TOTAL</i>	<i>9</i>	<i>99.99</i>

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3f. Oncoming staff nurse uses the DHCP “End of Shift” report to obtain patient care information

Step-Down Care Unit

Day Shift

Always (100%)	6	13.33
Usually (75%)	9	20
Sometimes (50%)	3	6.67
Rarely (25%)	4	8.89
Never (0%)	8	17.78
N/A (process not used)	15	33.33
<i>TOTAL</i>	45	100

Evening Shift

Usually (75%)	1	33.33
Never (0%)	2	66.67
<i>TOTAL</i>	3	100

Night Shift

Usually (75%)	4	21.05
Sometimes (50%)	3	15.79
Rarely (25%)	1	5.26
Never (0%)	5	26.32
N/A (process not used)	6	31.58
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 03f TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

<Not Answered>

<Not Answered>

N/A (process not used)	1	100
<i>TOTAL</i>	1	100
<Not Answered> TOTAL	1	

3g. Use other hand-off process not listed above

Emergency Department

Day Shift

Always (100%)	4	3.7
Usually (75%)	3	2.78
Sometimes (50%)	7	6.48
Rarely (25%)	2	1.85
Never (0%)	15	13.89
N/A (process not used)	77	71.3
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	5	17.86
Sometimes (50%)	1	3.57
Never (0%)	7	25
N/A (process not used)	15	53.57
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Rarely (25%)	2	8
Never (0%)	5	20
N/A (process not used)	18	72
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

General Surgery

Day Shift

Always (100%)	21	25.3
Usually (75%)	6	7.23
Sometimes (50%)	4	4.82
Rarely (25%)	4	4.82
Never (0%)	17	20.48
N/A (process not used)	31	37.35
<i>TOTAL</i>	83	100

Evening Shift

Sometimes (50%)	1	8.33
Never (0%)	3	25
N/A (process not used)	8	66.67
<i>TOTAL</i>	12	100

Night Shift

Usually (75%)	1	20
Never (0%)	3	60
N/A (process not used)	1	20
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	42	15.91
Usually (75%)	13	4.92
Sometimes (50%)	14	5.3
Rarely (25%)	20	7.58
Never (0%)	44	16.67
N/A (process not used)	131	49.62
<i>TOTAL</i>	264	100

Evening Shift

Always (100%)	6	19.35
Sometimes (50%)	2	6.45
Rarely (25%)	3	9.68
Never (0%)	9	29.03
N/A (process not used)	11	35.48
<i>TOTAL</i>	31	99.99

Night Shift

Always (100%)	13	8.33
Usually (75%)	6	3.85
Sometimes (50%)	7	4.49
Rarely (25%)	11	7.05
Never (0%)	33	21.15
N/A (process not used)	86	55.13
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

Medicine

Day Shift

Always (100%)	18	15.25
Usually (75%)	8	6.78
Sometimes (50%)	12	10.17
Rarely (25%)	11	9.32
Never (0%)	17	14.41
N/A (process not used)	52	44.07
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	1	3.45
Usually (75%)	6	20.69
Sometimes (50%)	1	3.45
Rarely (25%)	1	3.45
Never (0%)	4	13.79
N/A (process not used)	16	55.17
<i>TOTAL</i>	<i>29</i>	<i>100</i>

Night Shift

Always (100%)	2	5
Usually (75%)	1	2.5
Sometimes (50%)	3	7.5
Rarely (25%)	3	7.5
Never (0%)	11	27.5
N/A (process not used)	20	50
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

Medicine/Surgery

Day Shift

Always (100%)	18	9.78
Usually (75%)	13	7.07
Sometimes (50%)	11	5.98
Rarely (25%)	4	2.17
Never (0%)	46	25
N/A (process not used)	92	50
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	5	8.2
Usually (75%)	3	4.92
Sometimes (50%)	5	8.2
Rarely (25%)	3	4.92
Never (0%)	9	14.75
N/A (process not used)	36	59.02
<i>TOTAL</i>	<i>61</i>	<i>100.01</i>

Night Shift

Always (100%)	8	11.59
Usually (75%)	4	5.8
Sometimes (50%)	3	4.35
Rarely (25%)	8	11.59
Never (0%)	11	15.94
N/A (process not used)	35	50.72
<i>TOTAL</i>	<i>69</i>	<i>99.99</i>

Medicine/Surgery TOTAL 314

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

Nursing Home Care

Day Shift

Always (100%)	23	12.11
Usually (75%)	8	4.21
Sometimes (50%)	13	6.84
Rarely (25%)	8	4.21
Never (0%)	49	25.79
N/A (process not used)	89	46.84
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	3	6.25
Usually (75%)	2	4.17
Sometimes (50%)	1	2.08
Rarely (25%)	3	6.25
Never (0%)	10	20.83
N/A (process not used)	29	60.42
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	9	17.65
Usually (75%)	3	5.88
Sometimes (50%)	2	3.92
Rarely (25%)	1	1.96
Never (0%)	9	17.65
N/A (process not used)	27	52.94
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Sometimes (50%)	1	20
N/A (process not used)	4	80
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Never (0%)	2	50
N/A (process not used)	2	50
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

Other

Day Shift

Always (100%)	106	27.89
Usually (75%)	24	6.32
Sometimes (50%)	14	3.68
Rarely (25%)	11	2.89
Never (0%)	35	9.21
N/A (process not used)	190	50
<i>TOTAL</i>	<i>380</i>	<i>99.99</i>

Evening Shift

Always (100%)	3	8.33
Usually (75%)	4	11.11
Sometimes (50%)	2	5.56
Never (0%)	6	16.67
N/A (process not used)	21	58.33
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	3	8.82
Usually (75%)	2	5.88
Sometimes (50%)	2	5.88
Rarely (25%)	1	2.94
Never (0%)	7	20.59
N/A (process not used)	19	55.88
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

Psychiatry

<Not Answered>

Sometimes (50%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	35	19.44
Usually (75%)	7	3.89
Sometimes (50%)	12	6.67
Rarely (25%)	6	3.33
Never (0%)	47	26.11
N/A (process not used)	73	40.56
<i>TOTAL</i>	180	100

Evening Shift

Always (100%)	7	12.5
Usually (75%)	2	3.57
Sometimes (50%)	3	5.36
Rarely (25%)	2	3.57
Never (0%)	14	25
N/A (process not used)	28	50
<i>TOTAL</i>	56	100

Night Shift

Always (100%)	2	4.17
Usually (75%)	1	2.08
Sometimes (50%)	2	4.17
Rarely (25%)	5	10.42
Never (0%)	11	22.92
N/A (process not used)	27	56.25
<i>TOTAL</i>	48	100.01

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

Rehabilitation

Day Shift

Always (100%)	5	20
Usually (75%)	2	8
Sometimes (50%)	1	4
Never (0%)	3	12
N/A (process not used)	14	56
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Evening Shift

Always (100%)	1	5.56
Usually (75%)	2	11.11
Sometimes (50%)	1	5.56
Rarely (25%)	3	16.67
Never (0%)	3	16.67
N/A (process not used)	8	44.44
<i>TOTAL</i>	<i>18</i>	<i>100.01</i>

Night Shift

Always (100%)	1	10
Usually (75%)	1	10
Sometimes (50%)	1	10
Rarely (25%)	1	10
Never (0%)	3	30
N/A (process not used)	3	30
<i>TOTAL</i>	<i>10</i>	<i>100</i>

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	4	7.69
Usually (75%)	2	3.85
Sometimes (50%)	5	9.62
Rarely (25%)	4	7.69
Never (0%)	17	32.69
N/A (process not used)	20	38.46
<i>TOTAL</i>	<i>52</i>	<i>100</i>

Evening Shift

Always (100%)	1	5
Rarely (25%)	2	10
Never (0%)	3	15
N/A (process not used)	14	70
<i>TOTAL</i>	<i>20</i>	<i>100</i>

Night Shift

Never (0%)	3	33.33
N/A (process not used)	6	66.67
<i>TOTAL</i>	<i>9</i>	<i>100</i>

Spinal Cord Injury TOTAL 81

Q3. Please identify the hand-off processes that are used in your work area (cont.)

3g. Use other hand-off process not listed above

Step-Down Care Unit

Day Shift

Always (100%)	6	13.33
Usually (75%)	1	2.22
Sometimes (50%)	3	6.67
Rarely (25%)	1	2.22
Never (0%)	10	22.22
N/A (process not used)	24	53.33
<i>TOTAL</i>	<i>45</i>	<i>99.99</i>

Evening Shift

Never (0%)	2	66.67
N/A (process not used)	1	33.33
<i>TOTAL</i>	<i>3</i>	<i>100</i>

Night Shift

Sometimes (50%)	1	5.26
Rarely (25%)	4	21.05
Never (0%)	2	10.53
N/A (process not used)	12	63.16
<i>TOTAL</i>	<i>19</i>	<i>100</i>

Step-Down Care Unit TOTAL 67

Ques 03g TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information?

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information?

Emergency Department

Day Shift

Always (100%)	65	60.19
Usually (75%)	24	22.22
Sometimes (50%)	7	6.48
Rarely (25%)	4	3.7
Never (0%)	8	7.41
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	15	53.57
Usually (75%)	5	17.86
Sometimes (50%)	3	10.71
Rarely (25%)	4	14.29
Never (0%)	1	3.57
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	16	64
Usually (75%)	3	12
Sometimes (50%)	3	12
Never (0%)	3	12
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

General Surgery

Day Shift

Always (100%)	37	44.58
Usually (75%)	13	15.66
Sometimes (50%)	8	9.64
Rarely (25%)	7	8.43
Never (0%)	18	21.69
<i>TOTAL</i>	83	100

Evening Shift

Always (100%)	7	58.33
Usually (75%)	1	8.33
Sometimes (50%)	2	16.67
Never (0%)	2	16.67
<i>TOTAL</i>	12	100

Night Shift

Always (100%)	2	40
Usually (75%)	3	60
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	188	71.21
Usually (75%)	53	20.08
Sometimes (50%)	12	4.55
Rarely (25%)	5	1.89
Never (0%)	6	2.27
<i>TOTAL</i>	264	100

Evening Shift

Always (100%)	16	51.61
Usually (75%)	9	29.03
Sometimes (50%)	2	6.45
Rarely (25%)	3	9.68
Never (0%)	1	3.23
<i>TOTAL</i>	31	100

Night Shift

Always (100%)	124	79.49
Usually (75%)	16	10.26
Sometimes (50%)	6	3.85
Rarely (25%)	4	2.56
Never (0%)	6	3.85
<i>TOTAL</i>	156	100.01

Intensive Care Unit TOTAL 451

Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

Medicine

Day Shift

Always (100%)	60	50.85
Usually (75%)	34	28.81
Sometimes (50%)	9	7.63
Rarely (25%)	1	0.85
Never (0%)	14	11.86
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	8	27.59
Usually (75%)	12	41.38
Sometimes (50%)	6	20.69
Rarely (25%)	2	6.9
Never (0%)	1	3.45
<i>TOTAL</i>	<i>29</i>	<i>100.01</i>

Night Shift

Always (100%)	24	60
Usually (75%)	8	20
Rarely (25%)	1	2.5
Never (0%)	7	17.5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

Medicine/Surgery

Day Shift

Always (100%)	110	59.78
Usually (75%)	49	26.63
Sometimes (50%)	14	7.61
Rarely (25%)	5	2.72
Never (0%)	6	3.26
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	27	44.26
Usually (75%)	20	32.79
Sometimes (50%)	8	13.11
Rarely (25%)	3	4.92
Never (0%)	3	4.92
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	31	44.93
Usually (75%)	13	18.84
Sometimes (50%)	5	7.25
Rarely (25%)	5	7.25
Never (0%)	15	21.74
<i>TOTAL</i>	<i>69</i>	<i>100.01</i>

Medicine/Surgery TOTAL 314

Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

Nursing Home Care

Day Shift

Always (100%)	127	66.84
Usually (75%)	41	21.58
Sometimes (50%)	12	6.32
Rarely (25%)	5	2.63
Never (0%)	5	2.63
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	30	62.5
Usually (75%)	7	14.58
Sometimes (50%)	2	4.17
Rarely (25%)	3	6.25
Never (0%)	6	12.5
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	25	49.02
Usually (75%)	6	11.76
Sometimes (50%)	4	7.84
Rarely (25%)	4	7.84
Never (0%)	12	23.53
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	2	40
Usually (75%)	3	60
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	2	50
Rarely (25%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

Other

Day Shift

Always (100%)	126	33.16
Usually (75%)	46	12.11
Sometimes (50%)	25	6.58
Rarely (25%)	20	5.26
Never (0%)	163	42.89
<i>TOTAL</i>	<i>380</i>	<i>100</i>

Evening Shift

Always (100%)	22	61.11
Usually (75%)	6	16.67
Sometimes (50%)	3	8.33
Rarely (25%)	1	2.78
Never (0%)	4	11.11
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	20	58.82
Usually (75%)	8	23.53
Sometimes (50%)	2	5.88
Never (0%)	4	11.76
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

Psychiatry

<Not Answered>

Always (100%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	119	66.11
Usually (75%)	30	16.67
Sometimes (50%)	12	6.67
Rarely (25%)	4	2.22
Never (0%)	15	8.33
<i>TOTAL</i>	<i>180</i>	<i>100</i>

Evening Shift

Always (100%)	39	69.64
Usually (75%)	6	10.71
Sometimes (50%)	5	8.93
Rarely (25%)	4	7.14
Never (0%)	2	3.57
<i>TOTAL</i>	<i>56</i>	<i>99.99</i>

Night Shift

Always (100%)	26	54.17
Usually (75%)	3	6.25
Sometimes (50%)	7	14.58
Rarely (25%)	3	6.25
Never (0%)	9	18.75
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

Rehabilitation

Day Shift

Always (100%)	19	76
Usually (75%)	2	8
Sometimes (50%)	1	4
Rarely (25%)	3	12
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	8	44.44
Usually (75%)	3	16.67
Sometimes (50%)	6	33.33
Rarely (25%)	1	5.56
<i>TOTAL</i>	18	100

Night Shift

Always (100%)	8	80
Usually (75%)	1	10
Rarely (25%)	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	33	63.46
Usually (75%)	10	19.23
Sometimes (50%)	5	9.62
Rarely (25%)	3	5.77
Never (0%)	1	1.92
<i>TOTAL</i>	52	100

Evening Shift

Always (100%)	14	70
Usually (75%)	2	10
Sometimes (50%)	2	10
Rarely (25%)	1	5
Never (0%)	1	5
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	6	66.67
Usually (75%)	2	22.22
Sometimes (50%)	1	11.11
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information? (cont.)

Step-Down Care Unit

Day Shift

Always (100%)	28	62.22
Usually (75%)	10	22.22
Sometimes (50%)	4	8.89
Rarely (25%)	1	2.22
Never (0%)	2	4.44
<i>TOTAL</i>	45	99.99

Evening Shift

Always (100%)	2	66.67
Never (0%)	1	33.33
<i>TOTAL</i>	3	100

Night Shift

Always (100%)	10	52.63
Usually (75%)	6	31.58
Sometimes (50%)	1	5.26
Never (0%)	2	10.53
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 04 TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q5. How much time is devoted to the hand-off process?

<Not Answered>

<Not Answered>

1 - 15 minutes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

Q5. How much time is devoted to the hand-off process?

Emergency Department

Day Shift

1 - 15 minutes	72	66.67
16 - 30 minutes	30	27.78
46 - 1 hour	1	0.93
Other	3	2.78
None	2	1.85
<i>TOTAL</i>	108	100.01

Evening Shift

1 - 15 minutes	13	46.43
16 - 30 minutes	14	50
None	1	3.57
<i>TOTAL</i>	28	100

Night Shift

1 - 15 minutes	16	64
16 - 30 minutes	7	28
46 - 1 hour	1	4
Other	1	4
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

1 - 15 minutes	35	42.17
16 - 30 minutes	31	37.35
31 - 45 minutes	4	4.82
46 - 1 hour	1	1.2
Greater than 1 hour	3	3.61
Other	2	2.41
None	7	8.43
<i>TOTAL</i>	83	99.99

Evening Shift

1 - 15 minutes	3	25
16 - 30 minutes	8	66.67
31 - 45 minutes	1	8.33
<i>TOTAL</i>	12	100

Night Shift

16 - 30 minutes	5	100
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q5. How much time is devoted to the hand-off process? (cont.)

Intensive Care Unit

Day Shift

1 - 15 minutes	68	25.76
16 - 30 minutes	188	71.21
31 - 45 minutes	7	2.65
Other	1	0.38
<i>TOTAL</i>	<i>264</i>	<i>100</i>

Evening Shift

1 - 15 minutes	12	38.71
16 - 30 minutes	16	51.61
Greater than 1 hour	1	3.23
None	2	6.45
<i>TOTAL</i>	<i>31</i>	<i>100</i>

Night Shift

1 - 15 minutes	52	33.33
16 - 30 minutes	98	62.82
31 - 45 minutes	4	2.56
Other	1	0.64
None	1	0.64
<i>TOTAL</i>	<i>156</i>	<i>99.99</i>

Intensive Care Unit TOTAL 451

Medicine

Day Shift

1 - 15 minutes	30	25.42
16 - 30 minutes	59	50
31 - 45 minutes	14	11.86
46 - 1 hour	5	4.24
Greater than 1 hour	2	1.69
Other	1	0.85
None	7	5.93
<i>TOTAL</i>	<i>118</i>	<i>99.99</i>

Evening Shift

1 - 15 minutes	1	3.45
16 - 30 minutes	19	65.52
31 - 45 minutes	7	24.14
Greater than 1 hour	1	3.45
None	1	3.45
<i>TOTAL</i>	<i>29</i>	<i>100.01</i>

Night Shift

1 - 15 minutes	11	27.5
16 - 30 minutes	19	47.5
31 - 45 minutes	4	10
46 - 1 hour	3	7.5
None	3	7.5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q5. How much time is devoted to the hand-off process? (cont.)

Medicine/Surgery

Day Shift

1 - 15 minutes	48	26.09
16 - 30 minutes	112	60.87
31 - 45 minutes	15	8.15
46 - 1 hour	4	2.17
Other	1	0.54
None	4	2.17
<i>TOTAL</i>	<i>184</i>	<i>99.99</i>

Evening Shift

1 - 15 minutes	22	36.07
16 - 30 minutes	31	50.82
31 - 45 minutes	3	4.92
46 - 1 hour	4	6.56
None	1	1.64
<i>TOTAL</i>	<i>61</i>	<i>100.01</i>

Night Shift

1 - 15 minutes	21	30.43
16 - 30 minutes	40	57.97
31 - 45 minutes	1	1.45
Other	1	1.45
None	6	8.7
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q5. How much time is devoted to the hand-off process? (cont.)

Nursing Home Care

Day Shift

1 - 15 minutes	66	34.74
16 - 30 minutes	111	58.42
31 - 45 minutes	9	4.74
46 - 1 hour	1	0.53
Other	1	0.53
None	2	1.05
<i>TOTAL</i>	<i>190</i>	<i>100.01</i>

Evening Shift

1 - 15 minutes	16	33.33
16 - 30 minutes	27	56.25
31 - 45 minutes	3	6.25
Other	1	2.08
None	1	2.08
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Night Shift

1 - 15 minutes	26	50.98
16 - 30 minutes	17	33.33
31 - 45 minutes	2	3.92
46 - 1 hour	3	5.88
Greater than 1 hour	2	3.92
None	1	1.96
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

1 - 15 minutes	2	40
16 - 30 minutes	3	60
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

1 - 15 minutes	1	25
16 - 30 minutes	2	50
None	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q5. How much time is devoted to the hand-off process? (cont.)

Other

Day Shift

1 - 15 minutes	185	48.68
16 - 30 minutes	75	19.74
31 - 45 minutes	18	4.74
46 - 1 hour	3	0.79
Greater than 1 hour	7	1.84
Other	25	6.58
None	67	17.63
<i>TOTAL</i>	<i>380</i>	<i>100</i>

Evening Shift

1 - 15 minutes	12	33.33
16 - 30 minutes	20	55.56
31 - 45 minutes	4	11.11
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

1 - 15 minutes	9	26.47
16 - 30 minutes	20	58.82
31 - 45 minutes	4	11.76
Other	1	2.94
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

Q5. How much time is devoted to the hand-off process? (cont.)

Psychiatry

<Not Answered>

16 - 30 minutes	1	100
<i>TOTAL</i>	1	100

Day Shift

1 - 15 minutes	51	28.33
16 - 30 minutes	111	61.67
31 - 45 minutes	10	5.56
46 - 1 hour	3	1.67
Other	2	1.11
None	3	1.67
<i>TOTAL</i>	180	100.01

Evening Shift

1 - 15 minutes	21	37.5
16 - 30 minutes	31	55.36
31 - 45 minutes	2	3.57
46 - 1 hour	1	1.79
None	1	1.79
<i>TOTAL</i>	56	100.01

Night Shift

1 - 15 minutes	24	50
16 - 30 minutes	21	43.75
31 - 45 minutes	1	2.08
None	2	4.17
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

1 - 15 minutes	7	28
16 - 30 minutes	17	68
31 - 45 minutes	1	4
<i>TOTAL</i>	25	100

Evening Shift

1 - 15 minutes	6	33.33
16 - 30 minutes	9	50
31 - 45 minutes	2	11.11
Greater than 1 hour	1	5.56
<i>TOTAL</i>	18	100

Night Shift

1 - 15 minutes	1	10
16 - 30 minutes	7	70
31 - 45 minutes	2	20
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q5. How much time is devoted to the hand-off process? (cont.)

Spinal Cord Injury

Day Shift

1 - 15 minutes	14	26.92
16 - 30 minutes	31	59.62
31 - 45 minutes	6	11.54
None	1	1.92
<i>TOTAL</i>	52	100

Evening Shift

1 - 15 minutes	2	10
16 - 30 minutes	14	70
31 - 45 minutes	3	15
None	1	5
<i>TOTAL</i>	20	100

Night Shift

1 - 15 minutes	1	11.11
16 - 30 minutes	8	88.89
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

1 - 15 minutes	13	28.89
16 - 30 minutes	26	57.78
31 - 45 minutes	5	11.11
46 - 1 hour	1	2.22
<i>TOTAL</i>	45	100

Evening Shift

1 - 15 minutes	3	100
<i>TOTAL</i>	3	100

Night Shift

1 - 15 minutes	6	31.58
16 - 30 minutes	12	63.16
Greater than 1 hour	1	5.26
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 05 TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q6. Does this hand-off process include an opportunity for you to ask and respond to questions?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100
<i><Not Answered> TOTAL</i>	1	

Q6. Does this hand-off process include an opportunity for you to ask and respond to questions?

Emergency Department

Day Shift

Yes	106	98.15
No	2	1.85
<i>TOTAL</i>	108	100

Evening Shift

Yes	27	96.43
No	1	3.57
<i>TOTAL</i>	28	100

Night Shift

Yes	25	100
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	74	89.16
No	9	10.84
<i>TOTAL</i>	83	100

Evening Shift

Yes	8	66.67
No	4	33.33
<i>TOTAL</i>	12	100

Night Shift

Yes	2	40
No	3	60
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q6. Does this hand-off process include an opportunity for you to ask and respond to questions? (cont.)

Intensive Care Unit

Day Shift

Yes	252	95.45
No	12	4.55
<i>TOTAL</i>	264	100

Evening Shift

Yes	29	93.55
No	2	6.45
<i>TOTAL</i>	31	100

Night Shift

Yes	150	96.15
No	6	3.85
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	94	79.66
No	24	20.34
<i>TOTAL</i>	118	100

Evening Shift

Yes	22	75.86
No	7	24.14
<i>TOTAL</i>	29	100

Night Shift

Yes	26	65
No	14	35
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Q6. Does this hand-off process include an opportunity for you to ask and respond to questions? (cont.)

Medicine/Surgery

Day Shift

Yes	154	83.7
No	30	16.3
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Yes	45	73.77
No	16	26.23
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Yes	52	75.36
No	17	24.64
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Yes	168	88.89
No	21	11.11
<i>TOTAL</i>	<i>189</i>	<i>100</i>

Evening Shift

Yes	41	85.42
No	7	14.58
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Yes	41	80.39
No	10	19.61
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 288

Observation Unit

Day Shift

Yes	5	100
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Yes	3	75
No	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q6. Does this hand-off process include an opportunity for you to ask and respond to questions? (cont.)

Other

Day Shift

Yes	293	77.11
No	87	22.89
<i>TOTAL</i>	380	100

Evening Shift

Yes	33	91.67
No	3	8.33
<i>TOTAL</i>	36	100

Night Shift

Yes	31	91.18
No	3	8.82
<i>TOTAL</i>	34	100

Other TOTAL 450

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	166	92.22
No	14	7.78
<i>TOTAL</i>	180	100

Evening Shift

Yes	48	85.71
No	8	14.29
<i>TOTAL</i>	56	100

Night Shift

Yes	39	81.25
No	9	18.75
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q6. Does this hand-off process include an opportunity for you to ask and respond to questions? (cont.)

Rehabilitation

Day Shift

Yes	21	84
No	4	16
<i>TOTAL</i>	25	100

Evening Shift

Yes	15	83.33
No	3	16.67
<i>TOTAL</i>	18	100

Night Shift

Yes	9	90
No	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Yes	47	90.38
No	5	9.62
<i>TOTAL</i>	52	100

Evening Shift

Yes	18	90
No	2	10
<i>TOTAL</i>	20	100

Night Shift

Yes	9	100
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Yes	42	93.33
No	3	6.67
<i>TOTAL</i>	45	100

Evening Shift

Yes	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	17	89.47
No	2	10.53
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 06 TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q7. How often do distractions interrupt the hand-off process?

<Not Answered>

<Not Answered>

Rarely (25%) 1 100

TOTAL 1 100

<Not Answered> TOTAL 1

Q7. How often do distractions interrupt the hand-off process?

Emergency Department

Day Shift

Always (100%) 10 9.26

Usually (75%) 26 24.07

Sometimes (50%) 40 37.04

Rarely (25%) 29 26.85

Never (0%) 3 2.78

TOTAL 108 100

Evening Shift

Always (100%) 3 10.71

Usually (75%) 11 39.29

Sometimes (50%) 6 21.43

Rarely (25%) 8 28.57

TOTAL 28 100

Night Shift

Always (100%) 1 4

Usually (75%) 4 16

Sometimes (50%) 13 52

Rarely (25%) 6 24

Never (0%) 1 4

TOTAL 25 100

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q7. How often do distractions interrupt the hand-off process? (cont.)

General Surgery

Day Shift

Always (100%)	1	1.2
Usually (75%)	14	16.87
Sometimes (50%)	34	40.96
Rarely (25%)	23	27.71
Never (0%)	11	13.25
<i>TOTAL</i>	83	99.99

Evening Shift

Usually (75%)	3	25
Sometimes (50%)	6	50
Rarely (25%)	3	25
<i>TOTAL</i>	12	100

Night Shift

Usually (75%)	2	40
Sometimes (50%)	2	40
Rarely (25%)	1	20
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	13	4.92
Usually (75%)	45	17.05
Sometimes (50%)	118	44.7
Rarely (25%)	79	29.92
Never (0%)	9	3.41
<i>TOTAL</i>	264	100

Evening Shift

Always (100%)	2	6.45
Usually (75%)	7	22.58
Sometimes (50%)	9	29.03
Rarely (25%)	11	35.48
Never (0%)	2	6.45
<i>TOTAL</i>	31	99.99

Night Shift

Always (100%)	9	5.77
Usually (75%)	29	18.59
Sometimes (50%)	62	39.74
Rarely (25%)	53	33.97
Never (0%)	3	1.92
<i>TOTAL</i>	156	99.99

Intensive Care Unit TOTAL 451

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q7. How often do distractions interrupt the hand-off process? (cont.)

Medicine

Day Shift

Always (100%)	12	10.17
Usually (75%)	27	22.88
Sometimes (50%)	37	31.36
Rarely (25%)	28	23.73
Never (0%)	14	11.86
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	5	17.24
Usually (75%)	12	41.38
Sometimes (50%)	8	27.59
Rarely (25%)	4	13.79
<i>TOTAL</i>	<i>29</i>	<i>100</i>

Night Shift

Always (100%)	8	20
Usually (75%)	13	32.5
Sometimes (50%)	9	22.5
Rarely (25%)	10	25
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Always (100%)	20	10.87
Usually (75%)	48	26.09
Sometimes (50%)	70	38.04
Rarely (25%)	41	22.28
Never (0%)	5	2.72
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	16	26.23
Usually (75%)	12	19.67
Sometimes (50%)	24	39.34
Rarely (25%)	7	11.48
Never (0%)	2	3.28
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	8	11.59
Usually (75%)	17	24.64
Sometimes (50%)	27	39.13
Rarely (25%)	16	23.19
Never (0%)	1	1.45
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q7. How often do distractions interrupt the hand-off process? (cont.)

Nursing Home Care

Day Shift

Always (100%)	12	6.35
Usually (75%)	38	20.11
Sometimes (50%)	63	33.33
Rarely (25%)	73	38.62
Never (0%)	3	1.59
<i>TOTAL</i>	<i>189</i>	<i>100</i>

Evening Shift

Always (100%)	3	6.25
Usually (75%)	9	18.75
Sometimes (50%)	14	29.17
Rarely (25%)	22	45.83
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	6	11.76
Usually (75%)	9	17.65
Sometimes (50%)	16	31.37
Rarely (25%)	17	33.33
Never (0%)	3	5.88
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 288

Observation Unit

Day Shift

Always (100%)	1	20
Usually (75%)	2	40
Sometimes (50%)	2	40
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	1	25
Rarely (25%)	3	75
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
Q7. How often do distractions interrupt the hand-off process? (cont.)				
Other				
	<i>Day Shift</i>	Always (100%)	13	3.42
		Usually (75%)	42	11.05
		Sometimes (50%)	113	29.74
		Rarely (25%)	113	29.74
		Never (0%)	99	26.05
		<i>TOTAL</i>	380	100
	<i>Evening Shift</i>	Always (100%)	2	5.56
		Usually (75%)	7	19.44
		Sometimes (50%)	14	38.89
		Rarely (25%)	13	36.11
		<i>TOTAL</i>	36	100
	<i>Night Shift</i>	Always (100%)	3	8.82
		Usually (75%)	3	8.82
		Sometimes (50%)	16	47.06
		Rarely (25%)	12	35.29
		<i>TOTAL</i>	34	99.99
		Other TOTAL	450	

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q7. How often do distractions interrupt the hand-off process?

Psychiatry

<Not Answered>

Rarely (25%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	7	3.89
Usually (75%)	19	10.56
Sometimes (50%)	52	28.89
Rarely (25%)	94	52.22
Never (0%)	8	4.44
<i>TOTAL</i>	180	100

Evening Shift

Always (100%)	2	3.57
Usually (75%)	5	8.93
Sometimes (50%)	17	30.36
Rarely (25%)	31	55.36
Never (0%)	1	1.79
<i>TOTAL</i>	56	100.01

Night Shift

Always (100%)	2	4.17
Usually (75%)	5	10.42
Sometimes (50%)	17	35.42
Rarely (25%)	22	45.83
Never (0%)	2	4.17
<i>TOTAL</i>	48	100.01

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q7. How often do distractions interrupt the hand-off process? (cont.)

Rehabilitation

Day Shift

Always (100%)	2	8
Usually (75%)	4	16
Sometimes (50%)	8	32
Rarely (25%)	11	44
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	1	5.56
Sometimes (50%)	7	38.89
Rarely (25%)	8	44.44
Never (0%)	2	11.11
<i>TOTAL</i>	18	100

Night Shift

Always (100%)	1	10
Usually (75%)	1	10
Sometimes (50%)	3	30
Rarely (25%)	5	50
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	6	11.54
Usually (75%)	6	11.54
Sometimes (50%)	13	25
Rarely (25%)	24	46.15
Never (0%)	3	5.77
<i>TOTAL</i>	52	100

Evening Shift

Always (100%)	2	10
Usually (75%)	8	40
Sometimes (50%)	5	25
Rarely (25%)	5	25
<i>TOTAL</i>	20	100

Night Shift

Usually (75%)	5	55.56
Sometimes (50%)	1	11.11
Rarely (25%)	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
Q7. How often do distractions interrupt the hand-off process? (cont.)				
Step-Down Care Unit				
	<i>Day Shift</i>	Always (100%)	4	8.89
		Usually (75%)	11	24.44
		Sometimes (50%)	24	53.33
		Rarely (25%)	5	11.11
		Never (0%)	1	2.22
		<i>TOTAL</i>	45	99.99
	<i>Evening Shift</i>	Always (100%)	2	66.67
		Sometimes (50%)	1	33.33
		<i>TOTAL</i>	3	100
	<i>Night Shift</i>	Always (100%)	3	15.79
		Usually (75%)	1	5.26
		Sometimes (50%)	14	73.68
		Rarely (25%)	1	5.26
		<i>TOTAL</i>	19	99.99
		Step-Down Care Unit TOTAL	67	
		Ques 07 TOTAL	2447	

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten?

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten?

Emergency Department

Day Shift

Always (100%)	13	12.04
Usually (75%)	36	33.33
Sometimes (50%)	21	19.44
Rarely (25%)	30	27.78
Never (0%)	8	7.41
<i>TOTAL</i>	108	100

Evening Shift

Always (100%)	4	14.29
Usually (75%)	9	32.14
Sometimes (50%)	7	25
Rarely (25%)	4	14.29
Never (0%)	4	14.29
<i>TOTAL</i>	28	100.01

Night Shift

Always (100%)	3	12
Usually (75%)	5	20
Sometimes (50%)	8	32
Rarely (25%)	7	28
Never (0%)	2	8
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

General Surgery

Day Shift

Always (100%)	18	21.69
Usually (75%)	25	30.12
Sometimes (50%)	17	20.48
Rarely (25%)	12	14.46
Never (0%)	11	13.25
<i>TOTAL</i>	<i>83</i>	<i>100</i>

Evening Shift

Always (100%)	1	8.33
Usually (75%)	4	33.33
Sometimes (50%)	3	25
Rarely (25%)	4	33.33
<i>TOTAL</i>	<i>12</i>	<i>99.99</i>

Night Shift

Usually (75%)	1	20
Sometimes (50%)	1	20
Rarely (25%)	2	40
Never (0%)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Intensive Care Unit

Day Shift

Always (100%)	42	15.91
Usually (75%)	90	34.09
Sometimes (50%)	59	22.35
Rarely (25%)	61	23.11
Never (0%)	12	4.55
<i>TOTAL</i>	<i>264</i>	<i>100.01</i>

Evening Shift

Always (100%)	5	16.13
Usually (75%)	7	22.58
Sometimes (50%)	9	29.03
Rarely (25%)	5	16.13
Never (0%)	5	16.13
<i>TOTAL</i>	<i>31</i>	<i>100</i>

Night Shift

Always (100%)	20	12.82
Usually (75%)	41	26.28
Sometimes (50%)	38	24.36
Rarely (25%)	44	28.21
Never (0%)	13	8.33
<i>TOTAL</i>	<i>156</i>	<i>100</i>

Intensive Care Unit TOTAL 451

Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Medicine

Day Shift

Always (100%)	13	11.02
Usually (75%)	42	35.59
Sometimes (50%)	24	20.34
Rarely (25%)	25	21.19
Never (0%)	14	11.86
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	2	6.9
Usually (75%)	7	24.14
Sometimes (50%)	6	20.69
Rarely (25%)	13	44.83
Never (0%)	1	3.45
<i>TOTAL</i>	<i>29</i>	<i>100.01</i>

Night Shift

Always (100%)	6	15
Usually (75%)	6	15
Sometimes (50%)	9	22.5
Rarely (25%)	13	32.5
Never (0%)	6	15
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Medicine/Surgery

Day Shift

Always (100%)	27	14.67
Usually (75%)	49	26.63
Sometimes (50%)	60	32.61
Rarely (25%)	34	18.48
Never (0%)	14	7.61
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	8	13.11
Usually (75%)	8	13.11
Sometimes (50%)	19	31.15
Rarely (25%)	19	31.15
Never (0%)	7	11.48
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	4	5.8
Usually (75%)	17	24.64
Sometimes (50%)	18	26.09
Rarely (25%)	22	31.88
Never (0%)	8	11.59
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Nursing Home Care

Day Shift

Always (100%)	39	20.53
Usually (75%)	73	38.42
Sometimes (50%)	34	17.89
Rarely (25%)	38	20
Never (0%)	6	3.16
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	8	16.67
Usually (75%)	14	29.17
Sometimes (50%)	13	27.08
Rarely (25%)	10	20.83
Never (0%)	3	6.25
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	16	31.37
Usually (75%)	15	29.41
Sometimes (50%)	10	19.61
Rarely (25%)	6	11.76
Never (0%)	4	7.84
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	1	20
Sometimes (50%)	1	20
Rarely (25%)	2	40
Never (0%)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Usually (75%)	1	25
Sometimes (50%)	1	25
Rarely (25%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Other

Day Shift

Always (100%)	73	19.21
Usually (75%)	91	23.95
Sometimes (50%)	66	17.37
Rarely (25%)	63	16.58
Never (0%)	87	22.89
<i>TOTAL</i>	380	100

Evening Shift

Always (100%)	10	27.78
Usually (75%)	9	25
Sometimes (50%)	7	19.44
Rarely (25%)	8	22.22
Never (0%)	2	5.56
<i>TOTAL</i>	36	100

Night Shift

Always (100%)	5	14.71
Usually (75%)	12	35.29
Sometimes (50%)	9	26.47
Rarely (25%)	7	20.59
Never (0%)	1	2.94
<i>TOTAL</i>	34	100

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	43	23.89
Usually (75%)	71	39.44
Sometimes (50%)	17	9.44
Rarely (25%)	39	21.67
Never (0%)	10	5.56
<i>TOTAL</i>	180	100

Evening Shift

Always (100%)	11	19.64
Usually (75%)	20	35.71
Sometimes (50%)	9	16.07
Rarely (25%)	14	25
Never (0%)	2	3.57
<i>TOTAL</i>	56	99.99

Night Shift

Always (100%)	5	10.42
Usually (75%)	12	25
Sometimes (50%)	10	20.83
Rarely (25%)	17	35.42
Never (0%)	4	8.33
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Rehabilitation

Day Shift

Always (100%)	5	20
Usually (75%)	12	48
Sometimes (50%)	4	16
Rarely (25%)	4	16
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	5	27.78
Usually (75%)	5	27.78
Sometimes (50%)	5	27.78
Rarely (25%)	3	16.67
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	3	30
Usually (75%)	3	30
Sometimes (50%)	2	20
Rarely (25%)	1	10
Never (0%)	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	8	15.38
Usually (75%)	18	34.62
Sometimes (50%)	11	21.15
Rarely (25%)	11	21.15
Never (0%)	4	7.69
<i>TOTAL</i>	52	99.99

Evening Shift

Always (100%)	5	25
Usually (75%)	6	30
Sometimes (50%)	6	30
Rarely (25%)	2	10
Never (0%)	1	5
<i>TOTAL</i>	20	100

Night Shift

Usually (75%)	9	100
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten? (cont.)

Step-Down Care Unit

Day Shift

Always (100%)	3	6.67
Usually (75%)	11	24.44
Sometimes (50%)	11	24.44
Rarely (25%)	18	40
Never (0%)	2	4.44
<i>TOTAL</i>	<i>45</i>	<i>99.99</i>

Evening Shift

Sometimes (50%)	1	33.33
Rarely (25%)	1	33.33
Never (0%)	1	33.33
<i>TOTAL</i>	<i>3</i>	<i>99.99</i>

Night Shift

Usually (75%)	5	26.32
Sometimes (50%)	9	47.37
Rarely (25%)	3	15.79
Never (0%)	2	10.53
<i>TOTAL</i>	<i>19</i>	<i>100.01</i>

Step-Down Care Unit TOTAL 67

Ques 09 TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate?

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate?

Emergency Department

Day Shift

Always (100%)	39	36.11
Usually (75%)	45	41.67
Sometimes (50%)	15	13.89
Rarely (25%)	7	6.48
Never (0%)	2	1.85
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	10	35.71
Usually (75%)	11	39.29
Sometimes (50%)	2	7.14
Rarely (25%)	3	10.71
Never (0%)	2	7.14
<i>TOTAL</i>	<i>28</i>	<i>99.99</i>

Night Shift

Always (100%)	10	40
Usually (75%)	5	20
Sometimes (50%)	9	36
Rarely (25%)	1	4
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

General Surgery

Day Shift

Always (100%)	35	42.17
Usually (75%)	21	25.3
Sometimes (50%)	12	14.46
Rarely (25%)	8	9.64
Never (0%)	7	8.43
<i>TOTAL</i>	83	100

Evening Shift

Usually (75%)	4	33.33
Sometimes (50%)	3	25
Rarely (25%)	2	16.67
Never (0%)	3	25
<i>TOTAL</i>	12	100

Night Shift

Always (100%)	2	40
Usually (75%)	1	20
Rarely (25%)	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	126	47.73
Usually (75%)	86	32.58
Sometimes (50%)	28	10.61
Rarely (25%)	19	7.2
Never (0%)	5	1.89
<i>TOTAL</i>	264	100.01

Evening Shift

Always (100%)	10	32.26
Usually (75%)	13	41.94
Sometimes (50%)	2	6.45
Rarely (25%)	3	9.68
Never (0%)	3	9.68
<i>TOTAL</i>	31	100.01

Night Shift

Always (100%)	67	42.95
Usually (75%)	48	30.77
Sometimes (50%)	20	12.82
Rarely (25%)	13	8.33
Never (0%)	8	5.13
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

Medicine

Day Shift

Always (100%)	51	43.22
Usually (75%)	31	26.27
Sometimes (50%)	12	10.17
Rarely (25%)	12	10.17
Never (0%)	12	10.17
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	8	27.59
Usually (75%)	9	31.03
Sometimes (50%)	4	13.79
Rarely (25%)	4	13.79
Never (0%)	4	13.79
<i>TOTAL</i>	<i>29</i>	<i>99.99</i>

Night Shift

Always (100%)	8	20
Usually (75%)	8	20
Sometimes (50%)	6	15
Rarely (25%)	11	27.5
Never (0%)	7	17.5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

Medicine/Surgery

Day Shift

Always (100%)	54	29.35
Usually (75%)	54	29.35
Sometimes (50%)	34	18.48
Rarely (25%)	28	15.22
Never (0%)	14	7.61
<i>TOTAL</i>	<i>184</i>	<i>100.01</i>

Evening Shift

Always (100%)	11	18.03
Usually (75%)	13	21.31
Sometimes (50%)	19	31.15
Rarely (25%)	15	24.59
Never (0%)	3	4.92
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	14	20.29
Usually (75%)	27	39.13
Sometimes (50%)	8	11.59
Rarely (25%)	12	17.39
Never (0%)	8	11.59
<i>TOTAL</i>	<i>69</i>	<i>99.99</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

Nursing Home Care

Day Shift

Always (100%)	79	41.58
Usually (75%)	48	25.26
Sometimes (50%)	31	16.32
Rarely (25%)	21	11.05
Never (0%)	11	5.79
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	20	41.67
Usually (75%)	13	27.08
Sometimes (50%)	8	16.67
Rarely (25%)	3	6.25
Never (0%)	4	8.33
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	22	43.14
Usually (75%)	15	29.41
Sometimes (50%)	4	7.84
Rarely (25%)	6	11.76
Never (0%)	4	7.84
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	2	40
Usually (75%)	2	40
Sometimes (50%)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	1	25
Usually (75%)	1	25
Rarely (25%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

Other

Day Shift

Always (100%)	171	45
Usually (75%)	90	23.68
Sometimes (50%)	34	8.95
Rarely (25%)	28	7.37
Never (0%)	57	15
<i>TOTAL</i>	<i>380</i>	<i>100</i>

Evening Shift

Always (100%)	13	36.11
Usually (75%)	15	41.67
Sometimes (50%)	4	11.11
Rarely (25%)	3	8.33
Never (0%)	1	2.78
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	12	35.29
Usually (75%)	14	41.18
Sometimes (50%)	6	17.65
Rarely (25%)	2	5.88
<i>TOTAL</i>	<i>34</i>	<i>100</i>

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	94	52.22
Usually (75%)	46	25.56
Sometimes (50%)	19	10.56
Rarely (25%)	14	7.78
Never (0%)	7	3.89
<i>TOTAL</i>	<i>180</i>	<i>100.01</i>

Evening Shift

Always (100%)	21	37.5
Usually (75%)	21	37.5
Sometimes (50%)	8	14.29
Rarely (25%)	4	7.14
Never (0%)	2	3.57
<i>TOTAL</i>	<i>56</i>	<i>100</i>

Night Shift

Always (100%)	9	18.75
Usually (75%)	17	35.42
Sometimes (50%)	10	20.83
Rarely (25%)	9	18.75
Never (0%)	3	6.25
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

Rehabilitation

Day Shift

Always (100%)	16	64
Usually (75%)	6	24
Sometimes (50%)	2	8
Rarely (25%)	1	4
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	6	33.33
Usually (75%)	5	27.78
Sometimes (50%)	4	22.22
Rarely (25%)	1	5.56
Never (0%)	2	11.11
<i>TOTAL</i>	18	100

Night Shift

Always (100%)	4	40
Usually (75%)	2	20
Sometimes (50%)	2	20
Rarely (25%)	2	20
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	19	36.54
Usually (75%)	20	38.46
Sometimes (50%)	8	15.38
Rarely (25%)	4	7.69
Never (0%)	1	1.92
<i>TOTAL</i>	52	99.99

Evening Shift

Always (100%)	8	40
Usually (75%)	7	35
Sometimes (50%)	3	15
Rarely (25%)	1	5
Never (0%)	1	5
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	4	44.44
Usually (75%)	4	44.44
Rarely (25%)	1	11.11
<i>TOTAL</i>	9	99.99

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate? (cont.)

Step-Down Care Unit

Day Shift

Always (100%)	19	42.22
Usually (75%)	16	35.56
Sometimes (50%)	3	6.67
Rarely (25%)	6	13.33
Never (0%)	1	2.22
<i>TOTAL</i>	45	100

Evening Shift

Usually (75%)	2	66.67
Sometimes (50%)	1	33.33
<i>TOTAL</i>	3	100

Night Shift

Always (100%)	3	15.79
Usually (75%)	10	52.63
Sometimes (50%)	3	15.79
Rarely (25%)	1	5.26
Never (0%)	2	10.53
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 10 TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services?

<Not Answered>

<Not Answered>

Sometimes (50%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services?

Emergency Department

Day Shift

Always (100%)	35	32.41
Usually (75%)	37	34.26
Sometimes (50%)	22	20.37
Rarely (25%)	10	9.26
Never (0%)	4	3.7
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	8	28.57
Usually (75%)	6	21.43
Sometimes (50%)	8	28.57
Rarely (25%)	4	14.29
Never (0%)	2	7.14
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	9	36
Usually (75%)	8	32
Sometimes (50%)	3	12
Rarely (25%)	5	20
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

General Surgery

Day Shift

Always (100%)	39	46.99
Usually (75%)	26	31.33
Sometimes (50%)	10	12.05
Rarely (25%)	4	4.82
Never (0%)	4	4.82
<i>TOTAL</i>	<i>83</i>	<i>100.01</i>

Evening Shift

Always (100%)	2	16.67
Usually (75%)	4	33.33
Sometimes (50%)	4	33.33
Rarely (25%)	2	16.67
<i>TOTAL</i>	<i>12</i>	<i>100</i>

Night Shift

Usually (75%)	2	40
Sometimes (50%)	3	60
<i>TOTAL</i>	<i>5</i>	<i>100</i>

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	119	45.08
Usually (75%)	75	28.41
Sometimes (50%)	42	15.91
Rarely (25%)	24	9.09
Never (0%)	4	1.52
<i>TOTAL</i>	<i>264</i>	<i>100.01</i>

Evening Shift

Always (100%)	15	48.39
Usually (75%)	7	22.58
Sometimes (50%)	4	12.9
Rarely (25%)	3	9.68
Never (0%)	2	6.45
<i>TOTAL</i>	<i>31</i>	<i>100</i>

Night Shift

Always (100%)	64	41.03
Usually (75%)	44	28.21
Sometimes (50%)	30	19.23
Rarely (25%)	14	8.97
Never (0%)	4	2.56
<i>TOTAL</i>	<i>156</i>	<i>100</i>

Intensive Care Unit TOTAL 451

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

Medicine

Day Shift

Always (100%)	51	43.22
Usually (75%)	31	26.27
Sometimes (50%)	20	16.95
Rarely (25%)	11	9.32
Never (0%)	5	4.24
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	7	24.14
Usually (75%)	8	27.59
Sometimes (50%)	7	24.14
Rarely (25%)	6	20.69
Never (0%)	1	3.45
<i>TOTAL</i>	<i>29</i>	<i>100.01</i>

Night Shift

Always (100%)	10	25
Usually (75%)	9	22.5
Sometimes (50%)	8	20
Rarely (25%)	5	12.5
Never (0%)	8	20
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

Medicine/Surgery

Day Shift

Always (100%)	45	24.46
Usually (75%)	63	34.24
Sometimes (50%)	35	19.02
Rarely (25%)	27	14.67
Never (0%)	14	7.61
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	14	22.95
Usually (75%)	13	21.31
Sometimes (50%)	18	29.51
Rarely (25%)	14	22.95
Never (0%)	2	3.28
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	18	26.09
Usually (75%)	16	23.19
Sometimes (50%)	23	33.33
Rarely (25%)	8	11.59
Never (0%)	4	5.8
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

Nursing Home Care

Day Shift

Always (100%)	72	38.1
Usually (75%)	55	29.1
Sometimes (50%)	34	17.99
Rarely (25%)	25	13.23
Never (0%)	3	1.59
<i>TOTAL</i>	<i>189</i>	<i>100.01</i>

Evening Shift

Always (100%)	16	33.33
Usually (75%)	14	29.17
Sometimes (50%)	4	8.33
Rarely (25%)	11	22.92
Never (0%)	3	6.25
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	18	35.29
Usually (75%)	18	35.29
Sometimes (50%)	5	9.8
Rarely (25%)	6	11.76
Never (0%)	4	7.84
<i>TOTAL</i>	<i>51</i>	<i>99.98</i>

Nursing Home Care TOTAL 288

Observation Unit

Day Shift

Always (100%)	3	60
Usually (75%)	2	40
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	1	25
Usually (75%)	1	25
Sometimes (50%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

Other

Day Shift

Always (100%)	137	36.05
Usually (75%)	115	30.26
Sometimes (50%)	45	11.84
Rarely (25%)	21	5.53
Never (0%)	62	16.32
<i>TOTAL</i>	<i>380</i>	<i>100</i>

Evening Shift

Always (100%)	16	44.44
Usually (75%)	13	36.11
Sometimes (50%)	5	13.89
Rarely (25%)	1	2.78
Never (0%)	1	2.78
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	11	32.35
Usually (75%)	12	35.29
Sometimes (50%)	6	17.65
Rarely (25%)	3	8.82
Never (0%)	2	5.88
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	78	43.33
Usually (75%)	54	30
Sometimes (50%)	20	11.11
Rarely (25%)	20	11.11
Never (0%)	8	4.44
<i>TOTAL</i>	180	99.99

Evening Shift

Always (100%)	22	39.29
Usually (75%)	21	37.5
Sometimes (50%)	7	12.5
Rarely (25%)	5	8.93
Never (0%)	1	1.79
<i>TOTAL</i>	56	100.01

Night Shift

Always (100%)	12	25
Usually (75%)	18	37.5
Sometimes (50%)	7	14.58
Rarely (25%)	8	16.67
Never (0%)	3	6.25
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

Rehabilitation

Day Shift

Always (100%)	11	44
Usually (75%)	9	36
Sometimes (50%)	4	16
Rarely (25%)	1	4
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	4	22.22
Usually (75%)	5	27.78
Sometimes (50%)	3	16.67
Rarely (25%)	3	16.67
Never (0%)	3	16.67
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	4	40
Usually (75%)	2	20
Sometimes (50%)	1	10
Rarely (25%)	3	30
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	16	30.77
Usually (75%)	14	26.92
Sometimes (50%)	12	23.08
Rarely (25%)	9	17.31
Never (0%)	1	1.92
<i>TOTAL</i>	52	100

Evening Shift

Always (100%)	6	30
Usually (75%)	5	25
Sometimes (50%)	5	25
Rarely (25%)	4	20
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	4	44.44
Usually (75%)	3	33.33
Sometimes (50%)	2	22.22
<i>TOTAL</i>	9	99.99

Spinal Cord Injury TOTAL 81

Q11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment and services? (cont.)

Step-Down Care Unit

Day Shift

Always (100%)	12	26.67
Usually (75%)	17	37.78
Sometimes (50%)	7	15.56
Rarely (25%)	8	17.78
Never (0%)	1	2.22
<i>TOTAL</i>	<i>45</i>	<i>100.01</i>

Evening Shift

Always (100%)	1	33.33
Sometimes (50%)	1	33.33
Rarely (25%)	1	33.33
<i>TOTAL</i>	<i>3</i>	<i>99.99</i>

Night Shift

Always (100%)	4	21.05
Usually (75%)	10	52.63
Sometimes (50%)	2	10.53
Rarely (25%)	2	10.53
Never (0%)	1	5.26
<i>TOTAL</i>	<i>19</i>	<i>100</i>

Step-Down Care Unit TOTAL 67

Ques 11 TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift?

Emergency Department

Day Shift

Yes	96	88.89
No	12	11.11
<i>TOTAL</i>	108	100

Evening Shift

Yes	26	92.86
No	2	7.14
<i>TOTAL</i>	28	100

Night Shift

Yes	20	80
No	5	20
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	69	83.13
No	14	16.87
<i>TOTAL</i>	83	100

Evening Shift

Yes	10	83.33
No	2	16.67
<i>TOTAL</i>	12	100

Night Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? (cont.)

Intensive Care Unit

Day Shift

Yes	232	87.88
No	32	12.12
<i>TOTAL</i>	264	100

Evening Shift

Yes	24	77.42
No	7	22.58
<i>TOTAL</i>	31	100

Night Shift

Yes	138	88.46
No	18	11.54
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	97	82.2
No	21	17.8
<i>TOTAL</i>	118	100

Evening Shift

Yes	20	68.97
No	9	31.03
<i>TOTAL</i>	29	100

Night Shift

Yes	30	75
No	10	25
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Yes	146	79.35
No	38	20.65
<i>TOTAL</i>	184	100

Evening Shift

Yes	37	60.66
No	24	39.34
<i>TOTAL</i>	61	100

Night Shift

Yes	49	71.01
No	20	28.99
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? (cont.)

Nursing Home Care

Day Shift

Yes	149	78.84
No	40	21.16
<i>TOTAL</i>	189	100

Evening Shift

Yes	32	66.67
No	16	33.33
<i>TOTAL</i>	48	100

Night Shift

Yes	40	78.43
No	11	21.57
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 288

Observation Unit

Day Shift

Yes	4	80
No	1	20
<i>TOTAL</i>	5	100

Night Shift

Yes	3	75
No	1	25
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Yes	288	75.79
No	92	24.21
<i>TOTAL</i>	380	100

Evening Shift

Yes	31	86.11
No	5	13.89
<i>TOTAL</i>	36	100

Night Shift

Yes	31	91.18
No	3	8.82
<i>TOTAL</i>	34	100

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? (cont.)

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	151	83.89
No	29	16.11
<i>TOTAL</i>	180	100

Evening Shift

Yes	44	78.57
No	12	21.43
<i>TOTAL</i>	56	100

Night Shift

Yes	37	77.08
No	11	22.92
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Yes	19	76
No	6	24
<i>TOTAL</i>	25	100

Evening Shift

Yes	15	83.33
No	3	16.67
<i>TOTAL</i>	18	100

Night Shift

Yes	8	80
No	2	20
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? (cont.)

Spinal Cord Injury

Day Shift

Yes	42	80.77
No	10	19.23
<i>TOTAL</i>	52	100

Evening Shift

Yes	15	75
No	5	25
<i>TOTAL</i>	20	100

Night Shift

Yes	6	66.67
No	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Yes	37	82.22
No	8	17.78
<i>TOTAL</i>	45	100

Evening Shift

Yes	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	14	73.68
No	5	26.32
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 12 TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q13. Does the hand-off process for a weekend or holiday differ from the hand-off process for a weekday?

<Not Answered>

<Not Answered>

No	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

Q13. Does the hand-off process for a weekend or holiday differ from the hand-off process for a weekday?

Emergency Department

Day Shift

Yes	16	14.81
No	92	85.19
<i>TOTAL</i>	108	100

Evening Shift

Yes	3	10.71
No	25	89.29
<i>TOTAL</i>	28	100

Night Shift

Yes	5	20
No	20	80
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	22	26.51
No	61	73.49
<i>TOTAL</i>	83	100

Evening Shift

Yes	1	8.33
No	11	91.67
<i>TOTAL</i>	12	100

Night Shift

No	5	100
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q13. Does the hand-off process for a weekend or holiday differ from the hand-off process for a weekday? (cont.)

Intensive Care Unit

Day Shift

Yes	33	12.5
No	231	87.5
<i>TOTAL</i>	264	100

Evening Shift

Yes	3	9.68
No	28	90.32
<i>TOTAL</i>	31	100

Night Shift

Yes	15	9.62
No	141	90.38
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	22	18.64
No	96	81.36
<i>TOTAL</i>	118	100

Evening Shift

Yes	5	17.24
No	24	82.76
<i>TOTAL</i>	29	100

Night Shift

Yes	10	25
No	30	75
<i>TOTAL</i>	40	100

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q13. Does the hand-off process for a weekend or holiday differ from the hand-off process for a weekday? (cont.)

Medicine/Surgery

Day Shift

Yes	28	15.22
No	156	84.78
<i>TOTAL</i>	184	100

Evening Shift

Yes	13	21.31
No	48	78.69
<i>TOTAL</i>	61	100

Night Shift

Yes	6	8.7
No	63	91.3
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Yes	30	15.87
No	159	84.13
<i>TOTAL</i>	189	100

Evening Shift

Yes	7	14.58
No	41	85.42
<i>TOTAL</i>	48	100

Night Shift

Yes	6	11.76
No	45	88.24
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 288

Observation Unit

Day Shift

Yes	1	20
No	4	80
<i>TOTAL</i>	5	100

Night Shift

Yes	2	50
No	2	50
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q13. Does the hand-off process for a weekend or holiday differ from the hand-off process for a weekday? (cont.)

Other

Day Shift

Yes	78	20.53
No	302	79.47
<i>TOTAL</i>	380	100

Evening Shift

Yes	8	22.22
No	28	77.78
<i>TOTAL</i>	36	100

Night Shift

Yes	5	14.71
No	29	85.29
<i>TOTAL</i>	34	100

Other TOTAL 450

Psychiatry

<Not Answered>

No	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	29	16.11
No	151	83.89
<i>TOTAL</i>	180	100

Evening Shift

Yes	10	17.86
No	46	82.14
<i>TOTAL</i>	56	100

Night Shift

Yes	9	18.75
No	39	81.25
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q13. Does the hand-off process for a weekend or holiday differ from the hand-off process for a weekday? (cont.)

Rehabilitation

Day Shift

Yes	3	12
No	22	88
<i>TOTAL</i>	25	100

Evening Shift

Yes	5	27.78
No	13	72.22
<i>TOTAL</i>	18	100

Night Shift

No	10	100
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Yes	12	23.08
No	40	76.92
<i>TOTAL</i>	52	100

Evening Shift

Yes	5	25
No	15	75
<i>TOTAL</i>	20	100

Night Shift

Yes	1	11.11
No	8	88.89
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Yes	10	22.22
No	35	77.78
<i>TOTAL</i>	45	100

Evening Shift

No	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	1	5.26
No	18	94.74
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 13 TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area

14a. Includes up-to-date (key) information regarding patient care, treatment, and services

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

14a. Includes up-to-date (key) information regarding patient care, treatment, and services

Emergency Department

Day Shift

Always (100%)	81	75
Usually (75%)	22	20.37
Sometimes (50%)	5	4.63
<i>TOTAL</i>	108	100

Evening Shift

Always (100%)	15	53.57
Usually (75%)	12	42.86
Rarely (25%)	1	3.57
<i>TOTAL</i>	28	100

Night Shift

Always (100%)	16	64
Usually (75%)	8	32
Sometimes (50%)	1	4
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Always (100%)	56	67.47
Usually (75%)	19	22.89
Sometimes (50%)	3	3.61
Rarely (25%)	2	2.41
Never (0%)	3	3.61
<i>TOTAL</i>	83	99.99

Evening Shift

Always (100%)	6	50
Usually (75%)	5	41.67
Sometimes (50%)	1	8.33
<i>TOTAL</i>	12	100

Night Shift

Always (100%)	3	60
Usually (75%)	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

**14a. Includes up-to-date (key) information regarding patient care, treatment, and services
Intensive Care Unit**

<i>Day Shift</i>			
Always (100%)	207	78.41	
Usually (75%)	51	19.32	
Sometimes (50%)	5	1.89	
Rarely (25%)	1	0.38	
<i>TOTAL</i>	<i>264</i>	<i>100</i>	
<i>Evening Shift</i>			
Always (100%)	20	64.52	
Usually (75%)	9	29.03	
Sometimes (50%)	2	6.45	
<i>TOTAL</i>	<i>31</i>	<i>100</i>	
<i>Night Shift</i>			
Always (100%)	126	80.77	
Usually (75%)	29	18.59	
Sometimes (50%)	1	0.64	
<i>TOTAL</i>	<i>156</i>	<i>100</i>	
Intensive Care Unit TOTAL			451

Medicine

<i>Day Shift</i>			
Always (100%)	65	55.08	
Usually (75%)	42	35.59	
Sometimes (50%)	9	7.63	
Never (0%)	2	1.69	
<i>TOTAL</i>	<i>118</i>	<i>99.99</i>	
<i>Evening Shift</i>			
Always (100%)	10	34.48	
Usually (75%)	18	62.07	
Sometimes (50%)	1	3.45	
<i>TOTAL</i>	<i>29</i>	<i>100</i>	
<i>Night Shift</i>			
Always (100%)	15	37.5	
Usually (75%)	21	52.5	
Sometimes (50%)	4	10	
<i>TOTAL</i>	<i>40</i>	<i>100</i>	
Medicine TOTAL			187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

**14a. Includes up-to-date (key) information regarding patient care, treatment, and services
Medicine/Surgery**

Day Shift

Always (100%)	102	55.43
Usually (75%)	68	36.96
Sometimes (50%)	12	6.52
Rarely (25%)	1	0.54
Never (0%)	1	0.54
<i>TOTAL</i>	<i>184</i>	<i>99.99</i>

Evening Shift

Always (100%)	22	36.07
Usually (75%)	29	47.54
Sometimes (50%)	8	13.11
Rarely (25%)	2	3.28
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	31	44.93
Usually (75%)	32	46.38
Sometimes (50%)	5	7.25
Rarely (25%)	1	1.45
<i>TOTAL</i>	<i>69</i>	<i>100.01</i>

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Always (100%)	121	63.68
Usually (75%)	56	29.47
Sometimes (50%)	11	5.79
Rarely (25%)	1	0.53
Never (0%)	1	0.53
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	33	68.75
Usually (75%)	11	22.92
Sometimes (50%)	2	4.17
Rarely (25%)	2	4.17
<i>TOTAL</i>	<i>48</i>	<i>100.01</i>

Night Shift

Always (100%)	33	64.71
Usually (75%)	16	31.37
Sometimes (50%)	2	3.92
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14a. Includes up-to-date (key) information regarding patient care, treatment, and services

Observation Unit

Day Shift

Always (100%)	5	100
<i>TOTAL</i>	5	100

Night Shift

Always (100%)	2	50
Usually (75%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Always (100%)	238	62.63
Usually (75%)	76	20
Sometimes (50%)	13	3.42
Rarely (25%)	9	2.37
Never (0%)	44	11.58
<i>TOTAL</i>	380	100

Evening Shift

Always (100%)	21	58.33
Usually (75%)	13	36.11
Sometimes (50%)	2	5.56
<i>TOTAL</i>	36	100

Night Shift

Always (100%)	20	58.82
Usually (75%)	12	35.29
Sometimes (50%)	2	5.88
<i>TOTAL</i>	34	99.99

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

Q14a. Includes up-to-date (key) information regarding patient care, treatment, and services
Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	136	75.56
Usually (75%)	34	18.89
Sometimes (50%)	4	2.22
Rarely (25%)	4	2.22
Never (0%)	2	1.11
<i>TOTAL</i>	<i>180</i>	<i>100</i>

Evening Shift

Always (100%)	38	67.86
Usually (75%)	15	26.79
Sometimes (50%)	3	5.36
<i>TOTAL</i>	<i>56</i>	<i>100.01</i>

Night Shift

Always (100%)	26	54.17
Usually (75%)	15	31.25
Sometimes (50%)	6	12.5
Rarely (25%)	1	2.08
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Always (100%)	22	88
Usually (75%)	3	12
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Evening Shift

Always (100%)	7	38.89
Usually (75%)	8	44.44
Sometimes (50%)	3	16.67
<i>TOTAL</i>	<i>18</i>	<i>100</i>

Night Shift

Always (100%)	6	60
Usually (75%)	3	30
Sometimes (50%)	1	10
<i>TOTAL</i>	<i>10</i>	<i>100</i>

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14a. Includes up-to-date (key) information regarding patient care, treatment, and services
Spinal Cord Injury

<i>Day Shift</i>				
	Always (100%)	34	65.38	
	Usually (75%)	16	30.77	
	Sometimes (50%)	2	3.85	
	<i>TOTAL</i>	52	100	
<i>Evening Shift</i>				
	Always (100%)	6	30	
	Usually (75%)	9	45	
	Sometimes (50%)	5	25	
	<i>TOTAL</i>	20	100	
<i>Night Shift</i>				
	Always (100%)	2	22.22	
	Usually (75%)	6	66.67	
	Sometimes (50%)	1	11.11	
	<i>TOTAL</i>	9	100	
	Spinal Cord Injury TOTAL	87		

Step-Down Care Unit

<i>Day Shift</i>				
	Always (100%)	29	64.44	
	Usually (75%)	15	33.33	
	Sometimes (50%)	1	2.22	
	<i>TOTAL</i>	45	99.99	
<i>Evening Shift</i>				
	Always (100%)	3	100	
	<i>TOTAL</i>	3	100	
<i>Night Shift</i>				
	Always (100%)	8	42.11	
	Usually (75%)	10	52.63	
	Sometimes (50%)	1	5.26	
	<i>TOTAL</i>	19	100	
	Step-Down Care Unit TOTAL	67		
	Ques 14a TOTAL	2448		

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

<Not Answered>

<Not Answered>

Always (100%)	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

Emergency Department

Day Shift

Always (100%)	74	68.52
Usually (75%)	30	27.78
Sometimes (50%)	3	2.78
Rarely (25%)	1	0.93
<i>TOTAL</i>	108	100.01

Evening Shift

Always (100%)	17	60.71
Usually (75%)	9	32.14
Sometimes (50%)	1	3.57
Rarely (25%)	1	3.57
<i>TOTAL</i>	28	99.99

Night Shift

Always (100%)	13	52
Usually (75%)	10	40
Sometimes (50%)	2	8
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

General Surgery

Day Shift

Always (100%)	52	62.65
Usually (75%)	24	28.92
Sometimes (50%)	3	3.61
Rarely (25%)	2	2.41
Never (0%)	2	2.41
<i>TOTAL</i>	83	100

Evening Shift

Always (100%)	7	58.33
Usually (75%)	4	33.33
Sometimes (50%)	1	8.33
<i>TOTAL</i>	12	99.99

Night Shift

Always (100%)	3	60
Usually (75%)	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	221	84.03
Usually (75%)	39	14.83
Sometimes (50%)	3	1.14
<i>TOTAL</i>	263	100

Evening Shift

Always (100%)	21	67.74
Usually (75%)	9	29.03
Sometimes (50%)	1	3.23
<i>TOTAL</i>	31	100

Night Shift

Always (100%)	122	78.21
Usually (75%)	32	20.51
Sometimes (50%)	2	1.28
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 450

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

Medicine

Day Shift

Always (100%)	70	59.32
Usually (75%)	39	33.05
Sometimes (50%)	7	5.93
Never (0%)	2	1.69
<i>TOTAL</i>	<i>118</i>	<i>99.99</i>

Evening Shift

Always (100%)	9	31.03
Usually (75%)	18	62.07
Sometimes (50%)	2	6.9
<i>TOTAL</i>	<i>29</i>	<i>100</i>

Night Shift

Always (100%)	16	40
Usually (75%)	21	52.5
Sometimes (50%)	3	7.5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Always (100%)	103	55.98
Usually (75%)	72	39.13
Sometimes (50%)	8	4.35
Never (0%)	1	0.54
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	26	42.62
Usually (75%)	25	40.98
Sometimes (50%)	9	14.75
Rarely (25%)	1	1.64
<i>TOTAL</i>	<i>61</i>	<i>99.99</i>

Night Shift

Always (100%)	24	34.78
Usually (75%)	41	59.42
Sometimes (50%)	3	4.35
Rarely (25%)	1	1.45
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

Nursing Home Care

Day Shift

Always (100%)	124	65.26
Usually (75%)	58	30.53
Sometimes (50%)	5	2.63
Rarely (25%)	2	1.05
Never (0%)	1	0.53
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	34	70.83
Usually (75%)	12	25
Sometimes (50%)	1	2.08
Rarely (25%)	1	2.08
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Night Shift

Always (100%)	36	70.59
Usually (75%)	11	21.57
Sometimes (50%)	3	5.88
Rarely (25%)	1	1.96
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	5	100
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	1	25
Usually (75%)	2	50
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

Other

Day Shift

Always (100%)	234	61.58
Usually (75%)	80	21.05
Sometimes (50%)	16	4.21
Rarely (25%)	8	2.11
Never (0%)	42	11.05
<i>TOTAL</i>	380	100

Evening Shift

Always (100%)	23	63.89
Usually (75%)	12	33.33
Sometimes (50%)	1	2.78
<i>TOTAL</i>	36	100

Night Shift

Always (100%)	20	58.82
Usually (75%)	13	38.24
Sometimes (50%)	1	2.94
<i>TOTAL</i>	34	100

Other TOTAL 450

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	138	76.67
Usually (75%)	32	17.78
Sometimes (50%)	3	1.67
Rarely (25%)	5	2.78
Never (0%)	2	1.11
<i>TOTAL</i>	180	100.01

Evening Shift

Always (100%)	37	66.07
Usually (75%)	17	30.36
Sometimes (50%)	2	3.57
<i>TOTAL</i>	56	100

Night Shift

Always (100%)	26	54.17
Usually (75%)	17	35.42
Sometimes (50%)	4	8.33
Rarely (25%)	1	2.08
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

Rehabilitation

Day Shift

Always (100%)	24	96
Usually (75%)	1	4
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	10	55.56
Usually (75%)	7	38.89
Sometimes (50%)	1	5.56
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	7	70
Usually (75%)	3	30
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	32	61.54
Usually (75%)	18	34.62
Sometimes (50%)	2	3.85
<i>TOTAL</i>	52	100.01

Evening Shift

Always (100%)	7	35
Usually (75%)	9	45
Sometimes (50%)	4	20
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	3	33.33
Usually (75%)	5	55.56
Sometimes (50%)	1	11.11
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

Step-Down Care Unit

Day Shift

Always (100%)	28	62.22
Usually (75%)	16	35.56
Sometimes (50%)	1	2.22
<i>TOTAL</i>	45	100

Evening Shift

Always (100%)	2	66.67
Usually (75%)	1	33.33
<i>TOTAL</i>	3	100

Night Shift

Always (100%)	11	57.89
Usually (75%)	7	36.84
Sometimes (50%)	1	5.26
<i>TOTAL</i>	19	99.99

Step-Down Care Unit TOTAL 67

Ques 14b TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14c. Includes details on patients requiring one on one care

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

14c. Includes details on patients requiring one on one care

Emergency Department

Day Shift

Always (100%)	90	83.33
Usually (75%)	14	12.96
Sometimes (50%)	3	2.78
Rarely (25%)	1	0.93
<i>TOTAL</i>	108	100

Evening Shift

Always (100%)	20	71.43
Usually (75%)	5	17.86
Sometimes (50%)	2	7.14
Rarely (25%)	1	3.57
<i>TOTAL</i>	28	100

Night Shift

Always (100%)	16	64
Usually (75%)	7	28
Sometimes (50%)	1	4
Never (0%)	1	4
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Always (100%)	62	74.7
Usually (75%)	13	15.66
Sometimes (50%)	2	2.41
Rarely (25%)	2	2.41
Never (0%)	4	4.82
<i>TOTAL</i>	83	100

Evening Shift

Always (100%)	9	75
Usually (75%)	2	16.67
Never (0%)	1	8.33
<i>TOTAL</i>	12	100

Night Shift

Always (100%)	3	60
Usually (75%)	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

**14c. Includes details on patients requiring one on one care
Intensive Care Unit**

<i>Day Shift</i>				
	Always (100%)		227	86.31
	Usually (75%)		30	11.41
	Sometimes (50%)		4	1.52
	Rarely (25%)		1	0.38
	Never (0%)		1	0.38
	<i>TOTAL</i>		263	100
<i>Evening Shift</i>				
	Always (100%)		23	74.19
	Usually (75%)		6	19.35
	Sometimes (50%)		2	6.45
	<i>TOTAL</i>		31	99.99
<i>Night Shift</i>				
	Always (100%)		134	85.9
	Usually (75%)		18	11.54
	Sometimes (50%)		3	1.92
	Rarely (25%)		1	0.64
	<i>TOTAL</i>		156	100
	Intensive Care Unit TOTAL		450	

Medicine

<i>Day Shift</i>				
	Always (100%)		83	70.34
	Usually (75%)		24	20.34
	Sometimes (50%)		8	6.78
	Never (0%)		3	2.54
	<i>TOTAL</i>		118	100
<i>Evening Shift</i>				
	Always (100%)		15	51.72
	Usually (75%)		10	34.48
	Sometimes (50%)		2	6.9
	Rarely (25%)		2	6.9
	<i>TOTAL</i>		29	100
<i>Night Shift</i>				
	Always (100%)		24	60
	Usually (75%)		12	30
	Sometimes (50%)		4	10
	<i>TOTAL</i>		40	100
	Medicine TOTAL		187	

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14c. Includes details on patients requiring one on one care

Medicine/Surgery

Day Shift

Always (100%)	128	69.57
Usually (75%)	45	24.46
Sometimes (50%)	8	4.35
Rarely (25%)	1	0.54
Never (0%)	2	1.09
<i>TOTAL</i>	<i>184</i>	<i>100.01</i>

Evening Shift

Always (100%)	33	54.1
Usually (75%)	20	32.79
Sometimes (50%)	6	9.84
Rarely (25%)	2	3.28
<i>TOTAL</i>	<i>61</i>	<i>100.01</i>

Night Shift

Always (100%)	36	52.17
Usually (75%)	28	40.58
Sometimes (50%)	2	2.9
Rarely (25%)	3	4.35
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Always (100%)	130	68.42
Usually (75%)	42	22.11
Sometimes (50%)	12	6.32
Rarely (25%)	2	1.05
Never (0%)	4	2.11
<i>TOTAL</i>	<i>190</i>	<i>100.01</i>

Evening Shift

Always (100%)	35	72.92
Usually (75%)	5	10.42
Sometimes (50%)	2	4.17
Rarely (25%)	3	6.25
Never (0%)	3	6.25
<i>TOTAL</i>	<i>48</i>	<i>100.01</i>

Night Shift

Always (100%)	37	72.55
Usually (75%)	12	23.53
Sometimes (50%)	1	1.96
Never (0%)	1	1.96
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14c. Includes details on patients requiring one on one care

Observation Unit

Day Shift

Always (100%)	5	100
<i>TOTAL</i>	5	100

Night Shift

Always (100%)	1	25
Usually (75%)	1	25
Never (0%)	2	50
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Always (100%)	233	61.32
Usually (75%)	52	13.68
Sometimes (50%)	24	6.32
Rarely (25%)	12	3.16
Never (0%)	59	15.53
<i>TOTAL</i>	380	100.01

Evening Shift

Always (100%)	22	61.11
Usually (75%)	11	30.56
Sometimes (50%)	2	5.56
Rarely (25%)	1	2.78
<i>TOTAL</i>	36	100.01

Night Shift

Always (100%)	25	73.53
Usually (75%)	5	14.71
Sometimes (50%)	3	8.82
Never (0%)	1	2.94
<i>TOTAL</i>	34	100

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14c. Includes details on patients requiring one on one care

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	148	82.22
Usually (75%)	21	11.67
Sometimes (50%)	5	2.78
Rarely (25%)	3	1.67
Never (0%)	3	1.67
<i>TOTAL</i>	<i>180</i>	<i>100.01</i>

Evening Shift

Always (100%)	45	80.36
Usually (75%)	10	17.86
Sometimes (50%)	1	1.79
<i>TOTAL</i>	<i>56</i>	<i>100.01</i>

Night Shift

Always (100%)	31	64.58
Usually (75%)	14	29.17
Sometimes (50%)	2	4.17
Never (0%)	1	2.08
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Always (100%)	19	76
Usually (75%)	4	16
Never (0%)	2	8
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Evening Shift

Always (100%)	13	72.22
Usually (75%)	1	5.56
Sometimes (50%)	1	5.56
Rarely (25%)	1	5.56
Never (0%)	2	11.11
<i>TOTAL</i>	<i>18</i>	<i>100.01</i>

Night Shift

Always (100%)	7	70
Usually (75%)	2	20
Never (0%)	1	10
<i>TOTAL</i>	<i>10</i>	<i>100</i>

Rehabilitation TOTAL 53

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14c. Includes details on patients requiring one on one care

Spinal Cord Injury

Day Shift

Always (100%)	35	67.31
Usually (75%)	13	25
Sometimes (50%)	2	3.85
Rarely (25%)	1	1.92
Never (0%)	1	1.92
<i>TOTAL</i>	52	100

Evening Shift

Always (100%)	11	55
Usually (75%)	4	20
Sometimes (50%)	4	20
Rarely (25%)	1	5
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	5	55.56
Usually (75%)	4	44.44
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Always (100%)	31	68.89
Usually (75%)	12	26.67
Sometimes (50%)	2	4.44
<i>TOTAL</i>	45	100

Evening Shift

Always (100%)	2	66.67
Usually (75%)	1	33.33
<i>TOTAL</i>	3	100

Night Shift

Always (100%)	13	68.42
Usually (75%)	5	26.32
Sometimes (50%)	1	5.26
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 14c TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.

Emergency Department

Day Shift

Always (100%)	68	62.96
Usually (75%)	33	30.56
Sometimes (50%)	5	4.63
Rarely (25%)	1	0.93
Never (0%)	1	0.93
<i>TOTAL</i>	<i>108</i>	<i>100.01</i>

Evening Shift

Always (100%)	16	57.14
Usually (75%)	8	28.57
Sometimes (50%)	1	3.57
Rarely (25%)	3	10.71
<i>TOTAL</i>	<i>28</i>	<i>99.99</i>

Night Shift

Always (100%)	10	40
Usually (75%)	11	44
Sometimes (50%)	4	16
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

General Surgery

Day Shift

Always (100%)	52	62.65
Usually (75%)	19	22.89
Sometimes (50%)	4	4.82
Rarely (25%)	4	4.82
Never (0%)	4	4.82
<i>TOTAL</i>	<i>83</i>	<i>100</i>

Evening Shift

Always (100%)	8	66.67
Usually (75%)	3	25
Rarely (25%)	1	8.33
<i>TOTAL</i>	<i>12</i>	<i>100</i>

Night Shift

Always (100%)	2	40
Usually (75%)	3	60
<i>TOTAL</i>	<i>5</i>	<i>100</i>

General Surgery TOTAL 100

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.

Intensive Care Unit

Day Shift

Always (100%)	184	69.96
Usually (75%)	58	22.05
Sometimes (50%)	17	6.46
Rarely (25%)	3	1.14
Never (0%)	1	0.38
<i>TOTAL</i>	263	99.99

Evening Shift

Always (100%)	20	64.52
Usually (75%)	5	16.13
Sometimes (50%)	5	16.13
Rarely (25%)	1	3.23
<i>TOTAL</i>	31	100.01

Night Shift

Always (100%)	107	68.59
Usually (75%)	39	25
Sometimes (50%)	8	5.13
Rarely (25%)	1	0.64
Never (0%)	1	0.64
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 450

Medicine

Day Shift

Always (100%)	72	61.02
Usually (75%)	33	27.97
Sometimes (50%)	8	6.78
Rarely (25%)	2	1.69
Never (0%)	3	2.54
<i>TOTAL</i>	118	100

Evening Shift

Always (100%)	16	55.17
Usually (75%)	12	41.38
Sometimes (50%)	1	3.45
<i>TOTAL</i>	29	100

Night Shift

Always (100%)	17	42.5
Usually (75%)	18	45
Sometimes (50%)	4	10
Rarely (25%)	1	2.5
<i>TOTAL</i>	40	100

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.

Medicine/Surgery

Day Shift

Always (100%)	91	49.46
Usually (75%)	76	41.3
Sometimes (50%)	12	6.52
Rarely (25%)	4	2.17
Never (0%)	1	0.54
<i>TOTAL</i>	<i>184</i>	<i>99.99</i>

Evening Shift

Always (100%)	24	39.34
Usually (75%)	29	47.54
Sometimes (50%)	7	11.48
Rarely (25%)	1	1.64
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	27	39.13
Usually (75%)	37	53.62
Sometimes (50%)	2	2.9
Rarely (25%)	3	4.35
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Always (100%)	113	59.47
Usually (75%)	56	29.47
Sometimes (50%)	13	6.84
Rarely (25%)	5	2.63
Never (0%)	3	1.58
<i>TOTAL</i>	<i>190</i>	<i>99.99</i>

Evening Shift

Always (100%)	37	77.08
Usually (75%)	8	16.67
Sometimes (50%)	1	2.08
Rarely (25%)	2	4.17
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	32	62.75
Usually (75%)	13	25.49
Sometimes (50%)	4	7.84
Rarely (25%)	2	3.92
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.

Observation Unit

Day Shift

Always (100%)	4	80
Sometimes (50%)	1	20
<i>TOTAL</i>	5	100

Night Shift

Always (100%)	2	50
Usually (75%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Always (100%)	210	55.26
Usually (75%)	76	20
Sometimes (50%)	20	5.26
Rarely (25%)	16	4.21
Never (0%)	58	15.26
<i>TOTAL</i>	380	99.99

Evening Shift

Always (100%)	21	58.33
Usually (75%)	13	36.11
Sometimes (50%)	2	5.56
<i>TOTAL</i>	36	100

Night Shift

Always (100%)	19	55.88
Usually (75%)	13	38.24
Sometimes (50%)	1	2.94
Never (0%)	1	2.94
<i>TOTAL</i>	34	100

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	141	78.33
Usually (75%)	29	16.11
Sometimes (50%)	4	2.22
Rarely (25%)	4	2.22
Never (0%)	2	1.11
<i>TOTAL</i>	<i>180</i>	<i>99.99</i>

Evening Shift

Always (100%)	35	62.5
Usually (75%)	16	28.57
Sometimes (50%)	5	8.93
<i>TOTAL</i>	<i>56</i>	<i>100</i>

Night Shift

Always (100%)	24	50
Usually (75%)	20	41.67
Sometimes (50%)	3	6.25
Rarely (25%)	1	2.08
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Always (100%)	18	72
Usually (75%)	5	20
Sometimes (50%)	2	8
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Evening Shift

Always (100%)	14	77.78
Usually (75%)	3	16.67
Sometimes (50%)	1	5.56
<i>TOTAL</i>	<i>18</i>	<i>100.01</i>

Night Shift

Always (100%)	8	80
Usually (75%)	2	20
<i>TOTAL</i>	<i>10</i>	<i>100</i>

Rehabilitation TOTAL 53

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.

Spinal Cord Injury

Day Shift

Always (100%)	32	61.54
Usually (75%)	14	26.92
Sometimes (50%)	3	5.77
Rarely (25%)	2	3.85
Never (0%)	1	1.92
<i>TOTAL</i>	52	100

Evening Shift

Always (100%)	6	30
Usually (75%)	4	20
Sometimes (50%)	8	40
Rarely (25%)	2	10
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	6	66.67
Usually (75%)	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Always (100%)	22	48.89
Usually (75%)	19	42.22
Sometimes (50%)	3	6.67
Rarely (25%)	1	2.22
<i>TOTAL</i>	45	100

Evening Shift

Always (100%)	1	33.33
Usually (75%)	2	66.67
<i>TOTAL</i>	3	100

Night Shift

Always (100%)	11	57.89
Usually (75%)	6	31.58
Sometimes (50%)	2	10.53
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 14d TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14e. Includes details on pharmacy issues or concerns

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL *1*

14e. Includes details on pharmacy issues or concerns

Emergency Department

Day Shift

Always (100%)	48	44.44
Usually (75%)	39	36.11
Sometimes (50%)	14	12.96
Rarely (25%)	6	5.56
Never (0%)	1	0.93
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	10	35.71
Usually (75%)	11	39.29
Sometimes (50%)	5	17.86
Rarely (25%)	2	7.14
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	9	36
Usually (75%)	8	32
Sometimes (50%)	5	20
Rarely (25%)	1	4
Never (0%)	2	8
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL *161*

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14e. Includes details on pharmacy issues or concerns

General Surgery

Day Shift

Always (100%)	33	39.76
Usually (75%)	24	28.92
Sometimes (50%)	14	16.87
Rarely (25%)	7	8.43
Never (0%)	5	6.02
<i>TOTAL</i>	83	100

Evening Shift

Always (100%)	3	25
Usually (75%)	5	41.67
Sometimes (50%)	3	25
Rarely (25%)	1	8.33
<i>TOTAL</i>	12	100

Night Shift

Always (100%)	1	20
Rarely (25%)	4	80
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	112	42.59
Usually (75%)	111	42.21
Sometimes (50%)	32	12.17
Rarely (25%)	7	2.66
Never (0%)	1	0.38
<i>TOTAL</i>	263	100.01

Evening Shift

Always (100%)	15	48.39
Usually (75%)	8	25.81
Sometimes (50%)	7	22.58
Rarely (25%)	1	3.23
<i>TOTAL</i>	31	100.01

Night Shift

Always (100%)	66	42.31
Usually (75%)	53	33.97
Sometimes (50%)	29	18.59
Rarely (25%)	6	3.85
Never (0%)	2	1.28
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14e. Includes details on pharmacy issues or concerns

Medicine

Day Shift

Always (100%)	42	35.59
Usually (75%)	38	32.2
Sometimes (50%)	25	21.19
Rarely (25%)	6	5.08
Never (0%)	7	5.93
<i>TOTAL</i>	<i>118</i>	<i>99.99</i>

Evening Shift

Always (100%)	8	27.59
Usually (75%)	12	41.38
Sometimes (50%)	7	24.14
Rarely (25%)	2	6.9
<i>TOTAL</i>	<i>29</i>	<i>100.01</i>

Night Shift

Always (100%)	9	22.5
Usually (75%)	15	37.5
Sometimes (50%)	10	25
Rarely (25%)	6	15
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Always (100%)	43	23.37
Usually (75%)	74	40.22
Sometimes (50%)	47	25.54
Rarely (25%)	17	9.24
Never (0%)	3	1.63
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	16	26.23
Usually (75%)	17	27.87
Sometimes (50%)	15	24.59
Rarely (25%)	12	19.67
Never (0%)	1	1.64
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	10	14.49
Usually (75%)	28	40.58
Sometimes (50%)	22	31.88
Rarely (25%)	8	11.59
Never (0%)	1	1.45
<i>TOTAL</i>	<i>69</i>	<i>99.99</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

**14e. Includes details on pharmacy issues or concerns
Nursing Home Care**

Day Shift

Always (100%)	73	38.42
Usually (75%)	62	32.63
Sometimes (50%)	38	20
Rarely (25%)	12	6.32
Never (0%)	5	2.63
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	16	33.33
Usually (75%)	19	39.58
Sometimes (50%)	4	8.33
Rarely (25%)	8	16.67
Never (0%)	1	2.08
<i>TOTAL</i>	<i>48</i>	<i>99.99</i>

Night Shift

Always (100%)	21	41.18
Usually (75%)	15	29.41
Sometimes (50%)	12	23.53
Rarely (25%)	1	1.96
Never (0%)	2	3.92
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	3	60
Usually (75%)	2	40
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Usually (75%)	2	50
Sometimes (50%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14e. Includes details on pharmacy issues or concerns

Other

Day Shift

Always (100%)	169	44.47
Usually (75%)	81	21.32
Sometimes (50%)	52	13.68
Rarely (25%)	27	7.11
Never (0%)	51	13.42
<i>TOTAL</i>	380	100

Evening Shift

Always (100%)	14	38.89
Usually (75%)	14	38.89
Sometimes (50%)	6	16.67
Rarely (25%)	2	5.56
<i>TOTAL</i>	36	100.01

Night Shift

Always (100%)	11	32.35
Usually (75%)	15	44.12
Sometimes (50%)	8	23.53
<i>TOTAL</i>	34	100

Other TOTAL 450

Psychiatry

<Not Answered>

Sometimes (50%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	83	46.11
Usually (75%)	63	35
Sometimes (50%)	21	11.67
Rarely (25%)	11	6.11
Never (0%)	2	1.11
<i>TOTAL</i>	180	100

Evening Shift

Always (100%)	23	41.07
Usually (75%)	17	30.36
Sometimes (50%)	12	21.43
Rarely (25%)	4	7.14
<i>TOTAL</i>	56	100

Night Shift

Always (100%)	17	35.42
Usually (75%)	17	35.42
Sometimes (50%)	10	20.83
Rarely (25%)	4	8.33
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14e. Includes details on pharmacy issues or concerns

Rehabilitation

Day Shift

Always (100%)	14	56
Usually (75%)	7	28
Sometimes (50%)	4	16
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	5	27.78
Usually (75%)	6	33.33
Sometimes (50%)	4	22.22
Rarely (25%)	1	5.56
Never (0%)	2	11.11
<i>TOTAL</i>	18	100

Night Shift

Always (100%)	4	40
Usually (75%)	3	30
Sometimes (50%)	2	20
Rarely (25%)	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	22	42.31
Usually (75%)	17	32.69
Sometimes (50%)	10	19.23
Rarely (25%)	3	5.77
<i>TOTAL</i>	52	100

Evening Shift

Always (100%)	3	15
Usually (75%)	9	45
Sometimes (50%)	6	30
Rarely (25%)	2	10
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	3	33.33
Usually (75%)	3	33.33
Sometimes (50%)	3	33.33
<i>TOTAL</i>	9	99.99

Spinal Cord Injury TOTAL 81

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14e. Includes details on pharmacy issues or concerns

Step-Down Care Unit

Day Shift

Always (100%)	16	35.56
Usually (75%)	18	40
Sometimes (50%)	8	17.78
Rarely (25%)	3	6.67
<i>TOTAL</i>	<i>45</i>	<i>100.01</i>

Evening Shift

Always (100%)	1	33.33
Usually (75%)	2	66.67
<i>TOTAL</i>	<i>3</i>	<i>100</i>

Night Shift

Always (100%)	4	21.05
Usually (75%)	12	63.16
Sometimes (50%)	2	10.53
Rarely (25%)	1	5.26
<i>TOTAL</i>	<i>19</i>	<i>100</i>

Step-Down Care Unit TOTAL 67

Ques 14e TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14f. Includes details that need to be communicated to later shifts

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

14f. Includes details that need to be communicated to later shifts

Emergency Department

Day Shift

Always (100%)	49	45.37
Usually (75%)	44	40.74
Sometimes (50%)	6	5.56
Rarely (25%)	8	7.41
Never (0%)	1	0.93
<i>TOTAL</i>	<i>108</i>	<i>100.01</i>

Evening Shift

Always (100%)	13	46.43
Usually (75%)	10	35.71
Sometimes (50%)	4	14.29
Rarely (25%)	1	3.57
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	7	28
Usually (75%)	7	28
Sometimes (50%)	5	20
Rarely (25%)	5	20
Never (0%)	1	4
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14f. Includes details that need to be communicated to later shifts

General Surgery

Day Shift

Always (100%)	35	42.17
Usually (75%)	26	31.33
Sometimes (50%)	10	12.05
Rarely (25%)	6	7.23
Never (0%)	6	7.23
<i>TOTAL</i>	83	100.01

Evening Shift

Always (100%)	3	25
Usually (75%)	6	50
Sometimes (50%)	3	25
<i>TOTAL</i>	12	100

Night Shift

Usually (75%)	2	40
Sometimes (50%)	1	20
Rarely (25%)	1	20
Never (0%)	1	20
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	118	44.87
Usually (75%)	105	39.92
Sometimes (50%)	35	13.31
Rarely (25%)	4	1.52
Never (0%)	1	0.38
<i>TOTAL</i>	263	100

Evening Shift

Always (100%)	13	41.94
Usually (75%)	12	38.71
Sometimes (50%)	5	16.13
Rarely (25%)	1	3.23
<i>TOTAL</i>	31	100.01

Night Shift

Always (100%)	68	43.59
Usually (75%)	64	41.03
Sometimes (50%)	18	11.54
Rarely (25%)	6	3.85
<i>TOTAL</i>	156	100.01

Intensive Care Unit TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14f. Includes details that need to be communicated to later shifts

Medicine

Day Shift

Always (100%)	44	37.29
Usually (75%)	50	42.37
Sometimes (50%)	16	13.56
Rarely (25%)	3	2.54
Never (0%)	5	4.24
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	11	37.93
Usually (75%)	12	41.38
Sometimes (50%)	5	17.24
Rarely (25%)	1	3.45
<i>TOTAL</i>	<i>29</i>	<i>100</i>

Night Shift

Always (100%)	10	25
Usually (75%)	16	40
Sometimes (50%)	13	32.5
Rarely (25%)	1	2.5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Always (100%)	48	26.09
Usually (75%)	98	53.26
Sometimes (50%)	28	15.22
Rarely (25%)	7	3.8
Never (0%)	3	1.63
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	19	31.15
Usually (75%)	22	36.07
Sometimes (50%)	17	27.87
Rarely (25%)	3	4.92
<i>TOTAL</i>	<i>61</i>	<i>100.01</i>

Night Shift

Always (100%)	13	18.84
Usually (75%)	37	53.62
Sometimes (50%)	15	21.74
Rarely (25%)	3	4.35
Never (0%)	1	1.45
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14f. Includes details that need to be communicated to later shifts

Nursing Home Care

Day Shift

Always (100%)	82	43.16
Usually (75%)	72	37.89
Sometimes (50%)	28	14.74
Rarely (25%)	7	3.68
Never (0%)	1	0.53
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	25	52.08
Usually (75%)	18	37.5
Sometimes (50%)	3	6.25
Rarely (25%)	2	4.17
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	21	41.18
Usually (75%)	22	43.14
Sometimes (50%)	6	11.76
Rarely (25%)	2	3.92
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	3	60
Usually (75%)	1	20
Sometimes (50%)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Always (100%)	2	50
Rarely (25%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14f. Includes details that need to be communicated to later shifts

Other

Day Shift

Always (100%)	160	42.11
Usually (75%)	93	24.47
Sometimes (50%)	33	8.68
Rarely (25%)	22	5.79
Never (0%)	72	18.95
<i>TOTAL</i>	380	100

Evening Shift

Always (100%)	14	38.89
Usually (75%)	14	38.89
Sometimes (50%)	6	16.67
Rarely (25%)	2	5.56
<i>TOTAL</i>	36	100.01

Night Shift

Always (100%)	10	29.41
Usually (75%)	19	55.88
Sometimes (50%)	5	14.71
<i>TOTAL</i>	34	100

Other TOTAL 450

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	1	100

Day Shift

Always (100%)	97	53.89
Usually (75%)	55	30.56
Sometimes (50%)	21	11.67
Rarely (25%)	2	1.11
Never (0%)	5	2.78
<i>TOTAL</i>	180	100.01

Evening Shift

Always (100%)	30	53.57
Usually (75%)	16	28.57
Sometimes (50%)	7	12.5
Rarely (25%)	3	5.36
<i>TOTAL</i>	56	100

Night Shift

Always (100%)	17	35.42
Usually (75%)	23	47.92
Sometimes (50%)	6	12.5
Rarely (25%)	1	2.08
Never (0%)	1	2.08
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14f. Includes details that need to be communicated to later shifts

Rehabilitation

Day Shift

Always (100%)	13	52
Usually (75%)	9	36
Sometimes (50%)	3	12
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	6	33.33
Usually (75%)	8	44.44
Sometimes (50%)	3	16.67
Rarely (25%)	1	5.56
<i>TOTAL</i>	18	100

Night Shift

Always (100%)	5	50
Usually (75%)	4	40
Sometimes (50%)	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	22	42.31
Usually (75%)	22	42.31
Sometimes (50%)	6	11.54
Never (0%)	2	3.85
<i>TOTAL</i>	52	100.01

Evening Shift

Always (100%)	7	35
Usually (75%)	7	35
Sometimes (50%)	5	25
Rarely (25%)	1	5
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	4	44.44
Usually (75%)	4	44.44
Sometimes (50%)	1	11.11
<i>TOTAL</i>	9	99.99

Spinal Cord Injury TOTAL 81

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14f. Includes details that need to be communicated to later shifts

Step-Down Care Unit

Day Shift

Always (100%)	12	26.67
Usually (75%)	23	51.11
Sometimes (50%)	7	15.56
Rarely (25%)	3	6.67
<i>TOTAL</i>	<i>45</i>	<i>100.01</i>

Evening Shift

Always (100%)	2	66.67
Usually (75%)	1	33.33
<i>TOTAL</i>	<i>3</i>	<i>100</i>

Night Shift

Always (100%)	4	21.05
Usually (75%)	10	52.63
Sometimes (50%)	4	21.05
Rarely (25%)	1	5.26
<i>TOTAL</i>	<i>19</i>	<i>99.99</i>

Step-Down Care Unit TOTAL 67

Ques 14f TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14g. Includes details regarding discharge planning concerns

<Not Answered>

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

14g. Includes details regarding discharge planning concerns

Emergency Department

Day Shift

Always (100%)	38	35.19
Usually (75%)	45	41.67
Sometimes (50%)	12	11.11
Rarely (25%)	8	7.41
Never (0%)	5	4.63
<i>TOTAL</i>	<i>108</i>	<i>100.01</i>

Evening Shift

Always (100%)	12	42.86
Usually (75%)	5	17.86
Sometimes (50%)	7	25
Rarely (25%)	3	10.71
Never (0%)	1	3.57
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	6	24
Usually (75%)	12	48
Sometimes (50%)	6	24
Rarely (25%)	1	4
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14g. Includes details regarding discharge planning concerns

General Surgery

Day Shift

Always (100%)	34	40.96
Usually (75%)	16	19.28
Sometimes (50%)	20	24.1
Rarely (25%)	6	7.23
Never (0%)	7	8.43
<i>TOTAL</i>	83	100

Evening Shift

Always (100%)	3	25
Usually (75%)	3	25
Sometimes (50%)	4	33.33
Rarely (25%)	2	16.67
<i>TOTAL</i>	12	100

Night Shift

Usually (75%)	1	20
Sometimes (50%)	3	60
Rarely (25%)	1	20
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	63	23.95
Usually (75%)	74	28.14
Sometimes (50%)	83	31.56
Rarely (25%)	40	15.21
Never (0%)	3	1.14
<i>TOTAL</i>	263	100

Evening Shift

Always (100%)	5	16.13
Usually (75%)	10	32.26
Sometimes (50%)	7	22.58
Rarely (25%)	8	25.81
Never (0%)	1	3.23
<i>TOTAL</i>	31	100.01

Night Shift

Always (100%)	28	17.95
Usually (75%)	47	30.13
Sometimes (50%)	48	30.77
Rarely (25%)	28	17.95
Never (0%)	5	3.21
<i>TOTAL</i>	156	100.01

Intensive Care Unit TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14g. Includes details regarding discharge planning concerns

Medicine

Day Shift

Always (100%)	34	28.81
Usually (75%)	35	29.66
Sometimes (50%)	31	26.27
Rarely (25%)	9	7.63
Never (0%)	9	7.63
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	6	20.69
Usually (75%)	11	37.93
Sometimes (50%)	9	31.03
Rarely (25%)	3	10.34
<i>TOTAL</i>	<i>29</i>	<i>99.99</i>

Night Shift

Always (100%)	7	17.5
Usually (75%)	13	32.5
Sometimes (50%)	12	30
Rarely (25%)	8	20
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Always (100%)	31	16.85
Usually (75%)	65	35.33
Sometimes (50%)	56	30.43
Rarely (25%)	22	11.96
Never (0%)	10	5.43
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Always (100%)	10	16.39
Usually (75%)	22	36.07
Sometimes (50%)	22	36.07
Rarely (25%)	6	9.84
Never (0%)	1	1.64
<i>TOTAL</i>	<i>61</i>	<i>100.01</i>

Night Shift

Always (100%)	9	13.04
Usually (75%)	22	31.88
Sometimes (50%)	25	36.23
Rarely (25%)	10	14.49
Never (0%)	3	4.35
<i>TOTAL</i>	<i>69</i>	<i>99.99</i>

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

**14g. Includes details regarding discharge planning concerns
Nursing Home Care**

Day Shift

Always (100%)	53	27.89
Usually (75%)	51	26.84
Sometimes (50%)	52	27.37
Rarely (25%)	27	14.21
Never (0%)	7	3.68
<i>TOTAL</i>	<i>190</i>	<i>99.99</i>

Evening Shift

Always (100%)	9	18.75
Usually (75%)	18	37.5
Sometimes (50%)	12	25
Rarely (25%)	8	16.67
Never (0%)	1	2.08
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	13	25.49
Usually (75%)	17	33.33
Sometimes (50%)	9	17.65
Rarely (25%)	9	17.65
Never (0%)	3	5.88
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	3	60
Usually (75%)	2	40
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Usually (75%)	1	25
Sometimes (50%)	1	25
Rarely (25%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14g. Includes details regarding discharge planning concerns

Other

Day Shift

Always (100%)	137	36.05
Usually (75%)	70	18.42
Sometimes (50%)	48	12.63
Rarely (25%)	35	9.21
Never (0%)	90	23.68
<i>TOTAL</i>	<i>380</i>	<i>99.99</i>

Evening Shift

Always (100%)	7	19.44
Usually (75%)	12	33.33
Sometimes (50%)	10	27.78
Rarely (25%)	5	13.89
Never (0%)	2	5.56
<i>TOTAL</i>	<i>36</i>	<i>100</i>

Night Shift

Always (100%)	4	11.76
Usually (75%)	13	38.24
Sometimes (50%)	12	35.29
Rarely (25%)	4	11.76
Never (0%)	1	2.94
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14g. Includes details regarding discharge planning concerns

Psychiatry

<Not Answered>

Usually (75%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	76	42.22
Usually (75%)	62	34.44
Sometimes (50%)	30	16.67
Rarely (25%)	8	4.44
Never (0%)	4	2.22
<i>TOTAL</i>	<i>180</i>	<i>99.99</i>

Evening Shift

Always (100%)	20	35.71
Usually (75%)	25	44.64
Sometimes (50%)	8	14.29
Rarely (25%)	3	5.36
<i>TOTAL</i>	<i>56</i>	<i>100</i>

Night Shift

Always (100%)	14	29.17
Usually (75%)	20	41.67
Sometimes (50%)	10	20.83
Rarely (25%)	4	8.33
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Always (100%)	13	52
Usually (75%)	5	20
Sometimes (50%)	5	20
Rarely (25%)	2	8
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Evening Shift

Always (100%)	3	16.67
Usually (75%)	7	38.89
Sometimes (50%)	4	22.22
Rarely (25%)	2	11.11
Never (0%)	2	11.11
<i>TOTAL</i>	<i>18</i>	<i>100</i>

Night Shift

Always (100%)	3	30
Usually (75%)	3	30
Sometimes (50%)	2	20
Rarely (25%)	2	20
<i>TOTAL</i>	<i>10</i>	<i>100</i>

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14g. Includes details regarding discharge planning concerns

Spinal Cord Injury

Day Shift

Always (100%)	13	25
Usually (75%)	21	40.38
Sometimes (50%)	14	26.92
Rarely (25%)	3	5.77
Never (0%)	1	1.92
<i>TOTAL</i>	52	99.99

Evening Shift

Always (100%)	2	10
Usually (75%)	5	25
Sometimes (50%)	11	55
Rarely (25%)	2	10
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	2	22.22
Usually (75%)	4	44.44
Sometimes (50%)	3	33.33
<i>TOTAL</i>	9	99.99

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Always (100%)	11	24.44
Usually (75%)	15	33.33
Sometimes (50%)	12	26.67
Rarely (25%)	7	15.56
<i>TOTAL</i>	45	100

Evening Shift

Always (100%)	1	33.33
Rarely (25%)	2	66.67
<i>TOTAL</i>	3	100

Night Shift

Always (100%)	4	21.05
Usually (75%)	5	26.32
Sometimes (50%)	7	36.84
Rarely (25%)	3	15.79
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 14g TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

<Not Answered>

<Not Answered>

Rarely (25%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

<Not Answered> TOTAL 1

14h. Includes other information not listed above

Emergency Department

Day Shift

Always (100%)	30	27.78
Usually (75%)	34	31.48
Sometimes (50%)	30	27.78
Rarely (25%)	7	6.48
Never (0%)	7	6.48
<i>TOTAL</i>	<i>108</i>	<i>100</i>

Evening Shift

Always (100%)	8	28.57
Usually (75%)	4	14.29
Sometimes (50%)	11	39.29
Rarely (25%)	2	7.14
Never (0%)	3	10.71
<i>TOTAL</i>	<i>28</i>	<i>100</i>

Night Shift

Always (100%)	5	20
Usually (75%)	2	8
Sometimes (50%)	12	48
Rarely (25%)	3	12
Never (0%)	3	12
<i>TOTAL</i>	<i>25</i>	<i>100</i>

Emergency Department TOTAL 161

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

General Surgery

Day Shift

Always (100%)	21	25.3
Usually (75%)	26	31.33
Sometimes (50%)	18	21.69
Rarely (25%)	8	9.64
Never (0%)	10	12.05
<i>TOTAL</i>	83	100.01

Evening Shift

Always (100%)	1	8.33
Usually (75%)	3	25
Sometimes (50%)	4	33.33
Rarely (25%)	2	16.67
Never (0%)	2	16.67
<i>TOTAL</i>	12	100

Night Shift

Usually (75%)	1	20
Sometimes (50%)	4	80
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Intensive Care Unit

Day Shift

Always (100%)	73	27.76
Usually (75%)	76	28.9
Sometimes (50%)	82	31.18
Rarely (25%)	18	6.84
Never (0%)	14	5.32
<i>TOTAL</i>	263	100

Evening Shift

Always (100%)	6	19.35
Usually (75%)	7	22.58
Sometimes (50%)	11	35.48
Rarely (25%)	3	9.68
Never (0%)	4	12.9
<i>TOTAL</i>	31	99.99

Night Shift

Always (100%)	36	23.08
Usually (75%)	47	30.13
Sometimes (50%)	39	25
Rarely (25%)	17	10.9
Never (0%)	17	10.9
<i>TOTAL</i>	156	100.01

Intensive Care Unit TOTAL 450

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

Medicine

Day Shift

Always (100%)	28	23.73
Usually (75%)	34	28.81
Sometimes (50%)	32	27.12
Rarely (25%)	11	9.32
Never (0%)	13	11.02
<i>TOTAL</i>	<i>118</i>	<i>100</i>

Evening Shift

Always (100%)	7	24.14
Usually (75%)	9	31.03
Sometimes (50%)	5	17.24
Rarely (25%)	5	17.24
Never (0%)	3	10.34
<i>TOTAL</i>	<i>29</i>	<i>99.99</i>

Night Shift

Always (100%)	8	20
Usually (75%)	7	17.5
Sometimes (50%)	18	45
Rarely (25%)	5	12.5
Never (0%)	2	5
<i>TOTAL</i>	<i>40</i>	<i>100</i>

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Always (100%)	26	14.13
Usually (75%)	56	30.43
Sometimes (50%)	55	29.89
Rarely (25%)	26	14.13
Never (0%)	21	11.41
<i>TOTAL</i>	<i>184</i>	<i>99.99</i>

Evening Shift

Always (100%)	7	11.48
Usually (75%)	15	24.59
Sometimes (50%)	23	37.7
Rarely (25%)	11	18.03
Never (0%)	5	8.2
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Always (100%)	10	14.49
Usually (75%)	20	28.99
Sometimes (50%)	27	39.13
Rarely (25%)	7	10.14
Never (0%)	5	7.25
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

Nursing Home Care

Day Shift

Always (100%)	42	22.11
Usually (75%)	57	30
Sometimes (50%)	56	29.47
Rarely (25%)	17	8.95
Never (0%)	18	9.47
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Always (100%)	10	20.83
Usually (75%)	18	37.5
Sometimes (50%)	11	22.92
Rarely (25%)	3	6.25
Never (0%)	6	12.5
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Always (100%)	11	21.57
Usually (75%)	17	33.33
Sometimes (50%)	14	27.45
Rarely (25%)	5	9.8
Never (0%)	4	7.84
<i>TOTAL</i>	<i>51</i>	<i>99.99</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Always (100%)	2	40
Usually (75%)	2	40
Sometimes (50%)	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Usually (75%)	2	50
Sometimes (50%)	1	25
Never (0%)	1	25
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

Other

Day Shift

Always (100%)	106	27.89
Usually (75%)	73	19.21
Sometimes (50%)	79	20.79
Rarely (25%)	29	7.63
Never (0%)	93	24.47
<i>TOTAL</i>	<i>380</i>	<i>99.99</i>

Evening Shift

Always (100%)	7	19.44
Usually (75%)	8	22.22
Sometimes (50%)	13	36.11
Rarely (25%)	3	8.33
Never (0%)	5	13.89
<i>TOTAL</i>	<i>36</i>	<i>99.99</i>

Night Shift

Always (100%)	4	11.76
Usually (75%)	11	32.35
Sometimes (50%)	13	38.24
Rarely (25%)	4	11.76
Never (0%)	2	5.88
<i>TOTAL</i>	<i>34</i>	<i>99.99</i>

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

Psychiatry

<Not Answered>

Sometimes (50%)	1	100
<i>TOTAL</i>	<i>1</i>	<i>100</i>

Day Shift

Always (100%)	51	28.33
Usually (75%)	52	28.89
Sometimes (50%)	45	25
Rarely (25%)	14	7.78
Never (0%)	18	10
<i>TOTAL</i>	<i>180</i>	<i>100</i>

Evening Shift

Always (100%)	12	21.43
Usually (75%)	24	42.86
Sometimes (50%)	12	21.43
Rarely (25%)	7	12.5
Never (0%)	1	1.79
<i>TOTAL</i>	<i>56</i>	<i>100.01</i>

Night Shift

Always (100%)	13	27.08
Usually (75%)	14	29.17
Sometimes (50%)	14	29.17
Rarely (25%)	4	8.33
Never (0%)	3	6.25
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

Rehabilitation

Day Shift

Always (100%)	11	44
Usually (75%)	4	16
Sometimes (50%)	5	20
Rarely (25%)	3	12
Never (0%)	2	8
<i>TOTAL</i>	25	100

Evening Shift

Always (100%)	3	16.67
Usually (75%)	4	22.22
Sometimes (50%)	5	27.78
Rarely (25%)	3	16.67
Never (0%)	3	16.67
<i>TOTAL</i>	18	100.01

Night Shift

Always (100%)	3	30
Usually (75%)	1	10
Sometimes (50%)	3	30
Never (0%)	3	30
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Always (100%)	11	21.15
Usually (75%)	22	42.31
Sometimes (50%)	11	21.15
Rarely (25%)	4	7.69
Never (0%)	4	7.69
<i>TOTAL</i>	52	99.99

Evening Shift

Always (100%)	1	5
Usually (75%)	6	30
Sometimes (50%)	4	20
Rarely (25%)	4	20
Never (0%)	5	25
<i>TOTAL</i>	20	100

Night Shift

Always (100%)	1	11.11
Usually (75%)	5	55.56
Sometimes (50%)	2	22.22
Rarely (25%)	1	11.11
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q14. Please identify what content information is included in the hand-off process in your work area (cont.)

14h. Includes other information not listed above

Step-Down Care Unit

Day Shift

Always (100%)	9	20
Usually (75%)	17	37.78
Sometimes (50%)	11	24.44
Rarely (25%)	5	11.11
Never (0%)	3	6.67
<i>TOTAL</i>	<i>45</i>	<i>100</i>

Evening Shift

Always (100%)	1	33.33
Usually (75%)	2	66.67
<i>TOTAL</i>	<i>3</i>	<i>100</i>

Night Shift

Always (100%)	3	15.79
Usually (75%)	4	21.05
Sometimes (50%)	8	42.11
Rarely (25%)	3	15.79
Never (0%)	1	5.26
<i>TOTAL</i>	<i>19</i>	<i>100</i>

Step-Down Care Unit TOTAL 67

Ques 14h TOTAL 2447

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC?

Emergency Department

Day Shift

Yes	67	62.04
No	41	37.96
<i>TOTAL</i>	108	100

Evening Shift

Yes	21	75
No	7	25
<i>TOTAL</i>	28	100

Night Shift

Yes	19	76
No	6	24
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	55	66.27
No	28	33.73
<i>TOTAL</i>	83	100

Evening Shift

Yes	11	91.67
No	1	8.33
<i>TOTAL</i>	12	100

Night Shift

Yes	5	100
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC? (cont.)

Intensive Care Unit

Day Shift

Yes	197	74.9
No	66	25.1
<i>TOTAL</i>	263	100

Evening Shift

Yes	26	83.87
No	5	16.13
<i>TOTAL</i>	31	100

Night Shift

Yes	122	78.21
No	34	21.79
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 450

Medicine

Day Shift

Yes	90	76.27
No	28	23.73
<i>TOTAL</i>	118	100

Evening Shift

Yes	23	79.31
No	6	20.69
<i>TOTAL</i>	29	100

Night Shift

Yes	37	92.5
No	3	7.5
<i>TOTAL</i>	40	100

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC? (cont.)

Medicine/Surgery

Day Shift

Yes	135	73.37
No	49	26.63
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Yes	47	77.05
No	14	22.95
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Yes	56	81.16
No	13	18.84
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Yes	139	73.16
No	51	26.84
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Yes	41	85.42
No	7	14.58
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Yes	40	78.43
No	11	21.57
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Yes	2	50
No	2	50
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC? (cont.)

Other

Day Shift

Yes	219	57.63
No	161	42.37
<i>TOTAL</i>	380	100

Evening Shift

Yes	30	83.33
No	6	16.67
<i>TOTAL</i>	36	100

Night Shift

Yes	23	67.65
No	11	32.35
<i>TOTAL</i>	34	100

Other TOTAL 450

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	135	75
No	45	25
<i>TOTAL</i>	180	100

Evening Shift

Yes	50	89.29
No	6	10.71
<i>TOTAL</i>	56	100

Night Shift

Yes	34	70.83
No	14	29.17
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC? (cont.)

Rehabilitation

Day Shift

Yes	22	88
No	3	12
<i>TOTAL</i>	25	100

Evening Shift

Yes	12	66.67
No	6	33.33
<i>TOTAL</i>	18	100

Night Shift

Yes	9	90
No	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Yes	41	78.85
No	11	21.15
<i>TOTAL</i>	52	100

Evening Shift

Yes	19	95
No	1	5
<i>TOTAL</i>	20	100

Night Shift

Yes	8	88.89
No	1	11.11
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC? (cont.)

Step-Down Care Unit

Day Shift

Yes	35	77.78
No	10	22.22
<i>TOTAL</i>	45	100

Evening Shift

Yes	2	66.67
No	1	33.33
<i>TOTAL</i>	3	100

Night Shift

Yes	14	73.68
No	5	26.32
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 15 TOTAL 2447

Q16. Are the following types of hand offs a concern or topic of interest at your facility?

16a. Patient transfers to another VAMC?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

16a. Patient transfers to another VAMC?

Emergency Department

Day Shift

Yes	88	81.48
No	20	18.52
<i>TOTAL</i>	108	100

Evening Shift

Yes	22	78.57
No	6	21.43
<i>TOTAL</i>	28	100

Night Shift

Yes	17	68
No	8	32
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	65	78.31
No	18	21.69
<i>TOTAL</i>	83	100

Evening Shift

Yes	8	66.67
No	4	33.33
<i>TOTAL</i>	12	100

Night Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16a. Patient transfers to another VAMC?

Intensive Care Unit

Day Shift

Yes	189	71.59
No	75	28.41
<i>TOTAL</i>	264	100

Evening Shift

Yes	23	74.19
No	8	25.81
<i>TOTAL</i>	31	100

Night Shift

Yes	114	73.08
No	42	26.92
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	82	69.49
No	36	30.51
<i>TOTAL</i>	118	100

Evening Shift

Yes	24	82.76
No	5	17.24
<i>TOTAL</i>	29	100

Night Shift

Yes	33	82.5
No	7	17.5
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Yes	140	76.09
No	44	23.91
<i>TOTAL</i>	184	100

Evening Shift

Yes	44	72.13
No	17	27.87
<i>TOTAL</i>	61	100

Night Shift

Yes	48	69.57
No	21	30.43
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16a. Patient transfers to another VAMC?

Nursing Home Care

Day Shift

Yes	148	77.89
No	42	22.11
<i>TOTAL</i>	190	100

Evening Shift

Yes	34	70.83
No	14	29.17
<i>TOTAL</i>	48	100

Night Shift

Yes	39	76.47
No	12	23.53
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

Night Shift

Yes	1	25
No	3	75
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Yes	280	73.68
No	100	26.32
<i>TOTAL</i>	380	100

Evening Shift

Yes	27	75
No	9	25
<i>TOTAL</i>	36	100

Night Shift

Yes	31	91.18
No	3	8.82
<i>TOTAL</i>	34	100

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16a. Patient transfers to another VAMC?

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	147	81.67
No	33	18.33
<i>TOTAL</i>	180	100

Evening Shift

Yes	46	82.14
No	10	17.86
<i>TOTAL</i>	56	100

Night Shift

Yes	39	81.25
No	9	18.75
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Yes	21	84
No	4	16
<i>TOTAL</i>	25	100

Evening Shift

Yes	14	77.78
No	4	22.22
<i>TOTAL</i>	18	100

Night Shift

Yes	6	60
No	4	40
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16a. Patient transfers to another VAMC?

Spinal Cord Injury

Day Shift

Yes	41	78.85
No	11	21.15
<i>TOTAL</i>	52	100

Evening Shift

Yes	13	65
No	7	35
<i>TOTAL</i>	20	100

Night Shift

Yes	6	66.67
No	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Yes	37	82.22
No	8	17.78
<i>TOTAL</i>	45	100

Evening Shift

Yes	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	14	73.68
No	5	26.32
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 16a TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16b. Patient transfers from another VAMC?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> **TOTAL** 1

16b. Patient transfers from another VAMC?

Emergency Department

Day Shift

Yes	94	87.04
No	14	12.96
<i>TOTAL</i>	108	100

Evening Shift

Yes	21	75
No	7	25
<i>TOTAL</i>	28	100

Night Shift

Yes	20	80
No	5	20
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	65	78.31
No	18	21.69
<i>TOTAL</i>	83	100

Evening Shift

Yes	8	66.67
No	4	33.33
<i>TOTAL</i>	12	100

Night Shift

Yes	4	80
No	1	20
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16b. Patient transfers from another VAMC?

Intensive Care Unit

Day Shift

Yes	200	75.76
No	64	24.24
<i>TOTAL</i>	264	100

Evening Shift

Yes	24	77.42
No	7	22.58
<i>TOTAL</i>	31	100

Night Shift

Yes	124	79.49
No	32	20.51
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	88	74.58
No	30	25.42
<i>TOTAL</i>	118	100

Evening Shift

Yes	22	75.86
No	7	24.14
<i>TOTAL</i>	29	100

Night Shift

Yes	33	82.5
No	7	17.5
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Yes	142	77.17
No	42	22.83
<i>TOTAL</i>	184	100

Evening Shift

Yes	45	73.77
No	16	26.23
<i>TOTAL</i>	61	100

Night Shift

Yes	51	73.91
No	18	26.09
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16b. Patient transfers from another VAMC?

Nursing Home Care

Day Shift

Yes	158	83.16
No	32	16.84
<i>TOTAL</i>	190	100

Evening Shift

Yes	39	81.25
No	9	18.75
<i>TOTAL</i>	48	100

Night Shift

Yes	40	78.43
No	11	21.57
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	4	80
No	1	20
<i>TOTAL</i>	5	100

Night Shift

Yes	2	50
No	2	50
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Yes	281	73.95
No	99	26.05
<i>TOTAL</i>	380	100

Evening Shift

Yes	28	77.78
No	8	22.22
<i>TOTAL</i>	36	100

Night Shift

Yes	30	88.24
No	4	11.76
<i>TOTAL</i>	34	100

Other TOTAL 450

Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16b. Patient transfers from another VAMC?

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	157	87.22
No	23	12.78
<i>TOTAL</i>	180	100

Evening Shift

Yes	48	85.71
No	8	14.29
<i>TOTAL</i>	56	100

Night Shift

Yes	40	83.33
No	8	16.67
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Yes	21	84
No	4	16
<i>TOTAL</i>	25	100

Evening Shift

Yes	15	83.33
No	3	16.67
<i>TOTAL</i>	18	100

Night Shift

Yes	7	70
No	3	30
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16b. Patient transfers from another VAMC?

Spinal Cord Injury

Day Shift

Yes	42	80.77
No	10	19.23
<i>TOTAL</i>	52	100

Evening Shift

Yes	15	75
No	5	25
<i>TOTAL</i>	20	100

Night Shift

Yes	6	66.67
No	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 87

Step-Down Care Unit

Day Shift

Yes	41	91.11
No	4	8.89
<i>TOTAL</i>	45	100

Evening Shift

Yes	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	13	68.42
No	6	31.58
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 16b TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16c. Patient transfers to a non-VA hospital?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

16c. Patient transfers to a non-VA hospital?

Emergency Department

Day Shift

Yes	91	84.26
No	17	15.74
<i>TOTAL</i>	108	100

Evening Shift

Yes	24	85.71
No	4	14.29
<i>TOTAL</i>	28	100

Night Shift

Yes	18	72
No	7	28
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	59	71.08
No	24	28.92
<i>TOTAL</i>	83	100

Evening Shift

Yes	8	66.67
No	4	33.33
<i>TOTAL</i>	12	100

Night Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16c. Patient transfers to a non-VA hospital?

Intensive Care Unit

Day Shift

Yes	200	75.76
No	64	24.24
<i>TOTAL</i>	264	100

Evening Shift

Yes	20	64.52
No	11	35.48
<i>TOTAL</i>	31	100

Night Shift

Yes	114	73.08
No	42	26.92
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	85	72.03
No	33	27.97
<i>TOTAL</i>	118	100

Evening Shift

Yes	23	79.31
No	6	20.69
<i>TOTAL</i>	29	100

Night Shift

Yes	32	80
No	8	20
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Yes	139	75.54
No	45	24.46
<i>TOTAL</i>	184	100

Evening Shift

Yes	40	65.57
No	21	34.43
<i>TOTAL</i>	61	100

Night Shift

Yes	43	62.32
No	26	37.68
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16c. Patient transfers to a non-VA hospital?

Nursing Home Care

Day Shift

Yes	151	79.47
No	39	20.53
<i>TOTAL</i>	190	100

Evening Shift

Yes	36	75
No	12	25
<i>TOTAL</i>	48	100

Night Shift

Yes	41	80.39
No	10	19.61
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	2	40
No	3	60
<i>TOTAL</i>	5	100

Night Shift

No	4	100
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Yes	273	71.84
No	107	28.16
<i>TOTAL</i>	380	100

Evening Shift

Yes	27	75
No	9	25
<i>TOTAL</i>	36	100

Night Shift

Yes	30	88.24
No	4	11.76
<i>TOTAL</i>	34	100

Other TOTAL 450

Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16c. Patient transfers to a non-VA hospital?

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	144	80
No	36	20
<i>TOTAL</i>	180	100

Evening Shift

Yes	45	80.36
No	11	19.64
<i>TOTAL</i>	56	100

Night Shift

Yes	36	75
No	12	25
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Yes	21	84
No	4	16
<i>TOTAL</i>	25	100

Evening Shift

Yes	13	72.22
No	5	27.78
<i>TOTAL</i>	18	100

Night Shift

Yes	7	70
No	3	30
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16c. Patient transfers to a non-VA hospital?

Spinal Cord Injury

Day Shift

Yes	36	69.23
No	16	30.77
<i>TOTAL</i>	52	100

Evening Shift

Yes	13	65
No	7	35
<i>TOTAL</i>	20	100

Night Shift

Yes	7	77.78
No	2	22.22
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Yes	36	80
No	9	20
<i>TOTAL</i>	45	100

Evening Shift

Yes	2	66.67
No	1	33.33
<i>TOTAL</i>	3	100

Night Shift

Yes	15	78.95
No	4	21.05
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 16c TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16d. Patient transfers from a non-VA hospital?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

16d. Patient transfers from a non-VA hospital?

Emergency Department

Day Shift

Yes	96	88.89
No	12	11.11
<i>TOTAL</i>	108	100

Evening Shift

Yes	24	85.71
No	4	14.29
<i>TOTAL</i>	28	100

Night Shift

Yes	23	92
No	2	8
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	58	69.88
No	25	30.12
<i>TOTAL</i>	83	100

Evening Shift

Yes	9	75
No	3	25
<i>TOTAL</i>	12	100

Night Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16d. Patient transfers from a non-VA hospital?

Intensive Care Unit

Day Shift

Yes	218	82.58
No	46	17.42
<i>TOTAL</i>	264	100

Evening Shift

Yes	24	77.42
No	7	22.58
<i>TOTAL</i>	31	100

Night Shift

Yes	129	82.69
No	27	17.31
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	91	77.12
No	27	22.88
<i>TOTAL</i>	118	100

Evening Shift

Yes	24	82.76
No	5	17.24
<i>TOTAL</i>	29	100

Night Shift

Yes	32	80
No	8	20
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Yes	149	80.98
No	35	19.02
<i>TOTAL</i>	184	100

Evening Shift

Yes	46	75.41
No	15	24.59
<i>TOTAL</i>	61	100

Night Shift

Yes	47	68.12
No	22	31.88
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16d. Patient transfers from a non-VA hospital?

Nursing Home Care

Day Shift

Yes	161	84.74
No	29	15.26
<i>TOTAL</i>	190	100

Evening Shift

Yes	38	79.17
No	10	20.83
<i>TOTAL</i>	48	100

Night Shift

Yes	38	74.51
No	13	25.49
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

Night Shift

Yes	2	50
No	2	50
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Yes	274	72.11
No	106	27.89
<i>TOTAL</i>	380	100

Evening Shift

Yes	27	75
No	9	25
<i>TOTAL</i>	36	100

Night Shift

Yes	31	91.18
No	3	8.82
<i>TOTAL</i>	34	100

Other TOTAL 450

Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16d. Patient transfers from a non-VA hospital?

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	153	85
No	27	15
<i>TOTAL</i>	180	100

Evening Shift

Yes	50	89.29
No	6	10.71
<i>TOTAL</i>	56	100

Night Shift

Yes	37	77.08
No	11	22.92
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Yes	21	84
No	4	16
<i>TOTAL</i>	25	100

Evening Shift

Yes	16	88.89
No	2	11.11
<i>TOTAL</i>	18	100

Night Shift

Yes	9	90
No	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16d. Patient transfers from a non-VA hospital?

Spinal Cord Injury

Day Shift

Yes	39	75
No	13	25
<i>TOTAL</i>	52	100

Evening Shift

Yes	16	80
No	4	20
<i>TOTAL</i>	20	100

Night Shift

Yes	7	77.78
No	2	22.22
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Yes	42	93.33
No	3	6.67
<i>TOTAL</i>	45	100

Evening Shift

Yes	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	16	84.21
No	3	15.79
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 16d TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

Emergency Department

Day Shift

Yes	94	87.04
No	14	12.96
<i>TOTAL</i>	108	100

Evening Shift

Yes	24	85.71
No	4	14.29
<i>TOTAL</i>	28	100

Night Shift

Yes	18	72
No	7	28
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	71	85.54
No	12	14.46
<i>TOTAL</i>	83	100

Evening Shift

Yes	10	83.33
No	2	16.67
<i>TOTAL</i>	12	100

Night Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

Intensive Care Unit

Day Shift

Yes	204	77.27
No	60	22.73
<i>TOTAL</i>	264	100

Evening Shift

Yes	26	83.87
No	5	16.13
<i>TOTAL</i>	31	100

Night Shift

Yes	128	82.05
No	28	17.95
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	94	79.66
No	24	20.34
<i>TOTAL</i>	118	100

Evening Shift

Yes	26	89.66
No	3	10.34
<i>TOTAL</i>	29	100

Night Shift

Yes	33	82.5
No	7	17.5
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

Medicine/Surgery

Day Shift

Yes	148	80.43
No	36	19.57
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Yes	55	90.16
No	6	9.84
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Yes	56	81.16
No	13	18.84
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Yes	157	82.63
No	33	17.37
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Yes	41	85.42
No	7	14.58
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Yes	46	90.2
No	5	9.8
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	4	80
No	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Yes	2	50
No	2	50
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

Other

Day Shift

Yes	287	75.53
No	93	24.47
<i>TOTAL</i>	380	100

Evening Shift

Yes	32	88.89
No	4	11.11
<i>TOTAL</i>	36	100

Night Shift

Yes	31	91.18
No	3	8.82
<i>TOTAL</i>	34	100

Other TOTAL 450

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	156	86.67
No	24	13.33
<i>TOTAL</i>	180	100

Evening Shift

Yes	51	91.07
No	5	8.93
<i>TOTAL</i>	56	100

Night Shift

Yes	39	81.25
No	9	18.75
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

Rehabilitation

Day Shift

Yes	18	72
No	7	28
<i>TOTAL</i>	25	100

Evening Shift

Yes	14	77.78
No	4	22.22
<i>TOTAL</i>	18	100

Night Shift

Yes	9	90
No	1	10
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Yes	40	76.92
No	12	23.08
<i>TOTAL</i>	52	100

Evening Shift

Yes	18	90
No	2	10
<i>TOTAL</i>	20	100

Night Shift

Yes	6	66.67
No	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

Step-Down Care Unit

Day Shift

Yes	42	93.33
No	3	6.67
<i>TOTAL</i>	45	100

Evening Shift

Yes	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	15	78.95
No	4	21.05
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 16e TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16f. Same-day patient transfers within your facility (e.g., to radiology and return)?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> **TOTAL** 1

16f. Same-day patient transfers within your facility (e.g., to radiology and return)?

Emergency Department

Day Shift

Yes	80	74.07
No	28	25.93
<i>TOTAL</i>	108	100

Evening Shift

Yes	22	78.57
No	6	21.43
<i>TOTAL</i>	28	100

Night Shift

Yes	14	56
No	11	44
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	72	86.75
No	11	13.25
<i>TOTAL</i>	83	100

Evening Shift

Yes	9	75
No	3	25
<i>TOTAL</i>	12	100

Night Shift

Yes	1	20
No	4	80
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16f. Same-day patient transfers within your facility (e.g., to radiology and return)?

Intensive Care Unit

Day Shift

Yes	175	66.29
No	89	33.71
<i>TOTAL</i>	264	100

Evening Shift

Yes	22	70.97
No	9	29.03
<i>TOTAL</i>	31	100

Night Shift

Yes	107	68.59
No	49	31.41
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	98	83.05
No	20	16.95
<i>TOTAL</i>	118	100

Evening Shift

Yes	25	86.21
No	4	13.79
<i>TOTAL</i>	29	100

Night Shift

Yes	36	90
No	4	10
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Yes	142	77.17
No	42	22.83
<i>TOTAL</i>	184	100

Evening Shift

Yes	48	78.69
No	13	21.31
<i>TOTAL</i>	61	100

Night Shift

Yes	46	66.67
No	23	33.33
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16f. Same-day patient transfers within your facility (e.g., to radiology and return)?

Nursing Home Care

Day Shift

Yes	137	72.11
No	53	27.89
<i>TOTAL</i>	190	100

Evening Shift

Yes	40	83.33
No	8	16.67
<i>TOTAL</i>	48	100

Night Shift

Yes	41	80.39
No	10	19.61
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	4	80
No	1	20
<i>TOTAL</i>	5	100

Night Shift

Yes	2	50
No	2	50
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

16f. Same-day patient transfers within your facility (e.g., to radiology and return)?

Other

Day Shift

Yes	278	73.16
No	102	26.84
<i>TOTAL</i>	380	100

Evening Shift

Yes	27	75
No	9	25
<i>TOTAL</i>	36	100

Night Shift

Yes	30	88.24
No	4	11.76
<i>TOTAL</i>	34	100

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16f. Same-day patient transfers within your facility (e.g., to radiology and return)?

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	138	76.67
No	42	23.33
<i>TOTAL</i>	180	100

Evening Shift

Yes	49	87.5
No	7	12.5
<i>TOTAL</i>	56	100

Night Shift

Yes	37	77.08
No	11	22.92
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Yes	20	80
No	5	20
<i>TOTAL</i>	25	100

Evening Shift

Yes	12	66.67
No	6	33.33
<i>TOTAL</i>	18	100

Night Shift

Yes	7	70
No	3	30
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16f. Same-day patient transfers within your facility (e.g., to radiology and return)?

Spinal Cord Injury

Day Shift

Yes	38	73.08
No	14	26.92
<i>TOTAL</i>	52	100

Evening Shift

Yes	17	85
No	3	15
<i>TOTAL</i>	20	100

Night Shift

Yes	6	66.67
No	3	33.33
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Step-Down Care Unit

Day Shift

Yes	35	77.78
No	10	22.22
<i>TOTAL</i>	45	100

Evening Shift

Yes	2	66.67
No	1	33.33
<i>TOTAL</i>	3	100

Night Shift

Yes	12	63.16
No	7	36.84
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 16f TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16g. Physician shift-change hand offs?

<Not Answered>

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

<Not Answered> TOTAL 1

16g. Physician shift-change hand offs?

Emergency Department

Day Shift

Yes	92	85.19
No	16	14.81
<i>TOTAL</i>	108	100

Evening Shift

Yes	26	92.86
No	2	7.14
<i>TOTAL</i>	28	100

Night Shift

Yes	14	56
No	11	44
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	59	71.08
No	24	28.92
<i>TOTAL</i>	83	100

Evening Shift

Yes	5	41.67
No	7	58.33
<i>TOTAL</i>	12	100

Night Shift

Yes	1	20
No	4	80
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16g. Physician shift-change hand offs?

Intensive Care Unit

Day Shift

Yes	167	63.26
No	97	36.74
<i>TOTAL</i>	264	100

Evening Shift

Yes	17	54.84
No	14	45.16
<i>TOTAL</i>	31	100

Night Shift

Yes	91	58.33
No	65	41.67
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	75	63.56
No	43	36.44
<i>TOTAL</i>	118	100

Evening Shift

Yes	16	55.17
No	13	44.83
<i>TOTAL</i>	29	100

Night Shift

Yes	20	50
No	20	50
<i>TOTAL</i>	40	100

Medicine TOTAL 187

Medicine/Surgery

Day Shift

Yes	106	57.61
No	78	42.39
<i>TOTAL</i>	184	100

Evening Shift

Yes	38	62.3
No	23	37.7
<i>TOTAL</i>	61	100

Night Shift

Yes	25	36.23
No	44	63.77
<i>TOTAL</i>	69	100

Medicine/Surgery TOTAL 314

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16g. Physician shift-change hand offs?

Nursing Home Care

Day Shift

Yes	97	51.05
No	93	48.95
<i>TOTAL</i>	190	100

Evening Shift

Yes	26	54.17
No	22	45.83
<i>TOTAL</i>	48	100

Night Shift

Yes	24	47.06
No	27	52.94
<i>TOTAL</i>	51	100

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	3	60
No	2	40
<i>TOTAL</i>	5	100

Night Shift

Yes	1	25
No	3	75
<i>TOTAL</i>	4	100

Observation Unit TOTAL 9

Other

Day Shift

Yes	202	53.16
No	178	46.84
<i>TOTAL</i>	380	100

Evening Shift

Yes	20	55.56
No	16	44.44
<i>TOTAL</i>	36	100

Night Shift

Yes	22	64.71
No	12	35.29
<i>TOTAL</i>	34	100

Other TOTAL 450

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16g. Physician shift-change hand offs?

Psychiatry

<Not Answered>

Yes	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	111	61.67
No	69	38.33
<i>TOTAL</i>	180	100

Evening Shift

Yes	31	55.36
No	25	44.64
<i>TOTAL</i>	56	100

Night Shift

Yes	30	62.5
No	18	37.5
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

Rehabilitation

Day Shift

Yes	11	44
No	14	56
<i>TOTAL</i>	25	100

Evening Shift

Yes	9	50
No	9	50
<i>TOTAL</i>	18	100

Night Shift

Yes	5	50
No	5	50
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Q16. Are the following types of hand offs a concern or topic of interest at your facility? (cont.)

16g. Physician shift-change hand offs?

Spinal Cord Injury

Day Shift

Yes	32	61.54
No	20	38.46
<i>TOTAL</i>	52	100

Evening Shift

Yes	6	30
No	14	70
<i>TOTAL</i>	20	100

Night Shift

Yes	3	33.33
No	6	66.67
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 87

Step-Down Care Unit

Day Shift

Yes	31	68.89
No	14	31.11
<i>TOTAL</i>	45	100

Evening Shift

Yes	3	100
<i>TOTAL</i>	3	100

Night Shift

Yes	10	52.63
No	9	47.37
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 16g TOTAL 2448

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q17. Have you experienced special potential risks to patients associated with nursing shift changes?

<Not Answered>

<Not Answered>

No	1	100
<i>TOTAL</i>	1	100
<i><Not Answered> TOTAL</i>	1	

Q17. Have you experienced special potential risks to patients associated with nursing shift changes?

Emergency Department

Day Shift

Yes	43	39.81
No	65	60.19
<i>TOTAL</i>	108	100

Evening Shift

Yes	8	28.57
No	20	71.43
<i>TOTAL</i>	28	100

Night Shift

Yes	9	36
No	16	64
<i>TOTAL</i>	25	100

Emergency Department TOTAL 161

General Surgery

Day Shift

Yes	22	26.51
No	61	73.49
<i>TOTAL</i>	83	100

Evening Shift

Yes	2	16.67
No	10	83.33
<i>TOTAL</i>	12	100

Night Shift

Yes	2	40
No	3	60
<i>TOTAL</i>	5	100

General Surgery TOTAL 100

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q17. Have you experienced special potential risks to patients associated with nursing shift changes? (cont.)

Intensive Care Unit

Day Shift

Yes	87	32.95
No	177	67.05
<i>TOTAL</i>	264	100

Evening Shift

Yes	8	25.81
No	23	74.19
<i>TOTAL</i>	31	100

Night Shift

Yes	45	28.85
No	111	71.15
<i>TOTAL</i>	156	100

Intensive Care Unit TOTAL 451

Medicine

Day Shift

Yes	36	30.51
No	82	69.49
<i>TOTAL</i>	118	100

Evening Shift

Yes	10	34.48
No	19	65.52
<i>TOTAL</i>	29	100

Night Shift

Yes	21	52.5
No	19	47.5
<i>TOTAL</i>	40	100

Medicine TOTAL 187

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q17. Have you experienced special potential risks to patients associated with nursing shift changes? (cont.)

Medicine/Surgery

Day Shift

Yes	76	41.3
No	108	58.7
<i>TOTAL</i>	<i>184</i>	<i>100</i>

Evening Shift

Yes	39	63.93
No	22	36.07
<i>TOTAL</i>	<i>61</i>	<i>100</i>

Night Shift

Yes	31	44.93
No	38	55.07
<i>TOTAL</i>	<i>69</i>	<i>100</i>

Medicine/Surgery TOTAL 314

Nursing Home Care

Day Shift

Yes	60	31.58
No	130	68.42
<i>TOTAL</i>	<i>190</i>	<i>100</i>

Evening Shift

Yes	19	39.58
No	29	60.42
<i>TOTAL</i>	<i>48</i>	<i>100</i>

Night Shift

Yes	16	31.37
No	35	68.63
<i>TOTAL</i>	<i>51</i>	<i>100</i>

Nursing Home Care TOTAL 289

Observation Unit

Day Shift

Yes	4	80
No	1	20
<i>TOTAL</i>	<i>5</i>	<i>100</i>

Night Shift

Yes	1	25
No	3	75
<i>TOTAL</i>	<i>4</i>	<i>100</i>

Observation Unit TOTAL 9

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q17. Have you experienced special potential risks to patients associated with nursing shift changes? (cont.)

Other

Day Shift

Yes	87	22.96
No	292	77.04
<i>TOTAL</i>	379	100

Evening Shift

Yes	12	33.33
No	24	66.67
<i>TOTAL</i>	36	100

Night Shift

Yes	12	35.29
No	22	64.71
<i>TOTAL</i>	34	100

Other TOTAL 449

Psychiatry

<Not Answered>

No	1	100
<i>TOTAL</i>	1	100

Day Shift

Yes	51	28.33
No	129	71.67
<i>TOTAL</i>	180	100

Evening Shift

Yes	20	35.71
No	36	64.29
<i>TOTAL</i>	56	100

Night Shift

Yes	18	37.5
No	30	62.5
<i>TOTAL</i>	48	100

Psychiatry TOTAL 285

<i>Question/Work Area</i>	<i>Shift</i>	<i>Answer</i>	<i>Count</i>	<i>% of Total</i>
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Q17. Have you experienced special potential risks to patients associated with nursing shift changes? (cont.)

Rehabilitation

Day Shift

Yes	6	24
No	19	76
<i>TOTAL</i>	25	100

Evening Shift

Yes	5	27.78
No	13	72.22
<i>TOTAL</i>	18	100

Night Shift

Yes	3	30
No	7	70
<i>TOTAL</i>	10	100

Rehabilitation TOTAL 53

Spinal Cord Injury

Day Shift

Yes	13	25
No	39	75
<i>TOTAL</i>	52	100

Evening Shift

Yes	7	35
No	13	65
<i>TOTAL</i>	20	100

Night Shift

Yes	1	11.11
No	8	88.89
<i>TOTAL</i>	9	100

Spinal Cord Injury TOTAL 81

Q17. Have you experienced special potential risks to patients associated with nursing shift changes? (cont.)

Step-Down Care Unit

Day Shift

Yes	19	42.22
No	26	57.78
<i>TOTAL</i>	45	100

Evening Shift

Yes	1	33.33
No	2	66.67
<i>TOTAL</i>	3	100

Night Shift

Yes	6	31.58
No	13	68.42
<i>TOTAL</i>	19	100

Step-Down Care Unit TOTAL 67

Ques 17 TOTAL 2447

SECTION IV

***EXCEL LINK TO VISN
AND FACILITY WORKBOOKS***

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Instructions for working with this Excel worksheet

The Web site link is:

http://vaww.va.gov/haig/VHA_nursing_handoff_visn_survey_results.htm

This Workbook Uses Filtering!

Filtering is a quick and easy way to find and work with a subset of data in a range. A filtered range displays only the rows that meet the criteria you specify for a column. (Criteria = Conditions you specify to limit which records are included in the result set of a query or filter.)

When you use the AutoFilter command, AutoFilter arrows "▼" appear to the right of the column labels in the filtered range. Microsoft Excel indicates the filtered items with a blue arrow.

Filtering shows you just the data you want to see while temporarily hiding the rest. By defining different filters, you can compare data in multiple ways, so you can glean vital information without wasting vital time.

When you apply a filter to a column, the only filters available for other columns are the values visible in the currently filtered range.

To Remove Filters: To remove a filter applied to one column in a range or a list, click the arrow next to the column, and then click "All".

To remove filters applied to all columns in a range or list, point to Filter on the Data menu, and then click Show "All".

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SECTION V

SURVEY QUESTIONS

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VHA Nursing Hand-Off Survey, 2006

Name of person completing survey (Optional)

Title (Nurse Manager, Staff RN)

Select VISN: (1,2,3,4,5,6,7,8,9,10,11,12,15,16,17,18,19,20,21,22,23)

Select Facility: (Select from list provided)

1. Select Work Area

- Intensive Care Unit (MICU, SICU, CCU, MICU/CCU, MICU/SICU, Mixed ICU, Specialty ICU)
- Emergency Department
- Step-Down Care Unit (Progressive care unit, chronic ventilator, respiratory unit)
- Observation Unit
- Medicine
- General Surgery
- Medicine/Surgery
- Psychiatry
- Spinal Cord Injury
- Rehabilitation
- Nursing Home Care
- Other: Please identify _____

2. Select Tour of Duty:

- Day shift
- Evening shift
- Night shift

Process for Hand-Off between Shifts

3. Please identify the hand-off processes that are used in your work area

(Check N/A if process not used at your facility)

a. The previous shift charge nurse personally briefs the on-coming charge nurse	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%), N/A (process not used)
b. A nurse from the previous shift briefs a nurse on the on-coming shift	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%), N/A (process not used)
c. Staff nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand off information on patient care	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%), N/A (process not used)
d. The previous shift charge nurse tape records patient care information for the on-coming shift	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%), N/A (process not used)
e. A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%), N/A (process not used)
f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%), N/A (process not used)
g. Use other hand-off process not listed above	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%), N/A (process not used)
If you use other hand-off process not listed above, please describe:	

Timing of Hand-Off from Previous Shift

4. Is there a "formal period of time" during your work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information?

Always (100%) Sometime (75%) Occasionally (50%) Rarely (25%) Never (0%)

VHA Nursing Hand-Off Survey, 2006 (cont.)

5. How much time is devoted to the hand-off process?

None , 16-30 minutes , 31-45 minutes , 46 minutes-1 hour , Greater than 1 hour
Other

6. Does this hand-off process include an opportunity for you to ask and respond to questions?

Yes No

7. How often do distractions interrupt the hand-off process?

Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%)

8. Describe any "best practices" or successful actions that are used at your facility to limit the interruptions or distractions and enhance the hand-off process.

- a. _____
b. _____
c. _____

9. How often are actions taken to limit interruptions during hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten?

Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%)

10. Does the hand-off process allow for verification of the received information, including repeat-back or read-back, as appropriate?

Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%)

11. Do you, as the receiver of hand-off information, have an opportunity to review relevant patient historical data, which may include previous care, treatment, and services?

Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%)

12. Is the hand-off process the same for an 8-hour, 10-hour or 12-hour shift?

Yes No

13. Does the hand-off process for a weekend or holiday differ from the hand-off process for a weekday?

Yes No

Content of Information Communicated During Hand-off Process

14. Please identify what content information is included in the hand-off process in your work area	
a. Includes up-to-date (key) information regarding patient care, treatment, and services.	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)
b. Includes up-to-date information regarding patient condition and any recent or anticipated changes	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)
c. Includes details on patients requiring one on one care	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)
d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc.	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)
e. Includes details on pharmacy issues or concerns	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)
f. Includes details that need to be communicated to later shifts	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)
g. Includes details regarding discharge planning concerns	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)
h. Includes other information not listed above	Always (100%), Usually (75%), Sometimes (50%), Rarely (25%), Never (0%)

VHA Nursing Hand-Off Survey, 2006 (cont.)

15. Are patient hand offs associated with nursing shift changes the primary type of hand off that is a concern or interest at your VAMC? Yes No

16. Are the following types of handoffs a concern or topic of interest at your facility?

a. Patient transfers to another VAMC? Yes No

b. Patient transfers from another VAMC? Yes No

c. Patient transfers to a non-VA hospital? Yes No

d. Patient transfers from a non-VA hospital? Yes No

e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?
Yes No

f. Same-day patient transfers within your facility (e.g., to radiology and return)? Yes No

g. Physician shift-change handoffs? Yes No

Other Comments:

17. Have you experienced special potential risks to patients associated with nursing shift changes?
Yes No

If yes, please describe:

18. What are the benefits of the hand-off process at this station (sub-station)?

19. What are the challenges or difficulties encountered with the hand-off process at this station (sub-station)?

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SECTION VI

MULTIVARIATE ANALYSIS OF VARIANCE (MANOVA) BY RESULTS

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HAND-OFF SURVEY PLANNED ANALYSES

Question

Statistical Analysis

Tour of Duty Comparisons

Tour of Duty (Q2) x Process of hand off (Q3a-g)

MANOVA & ANOVA for significant DVs

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of tour of duty on the hand-off processes. The results of the MANOVA indicate a significant effect, $F(7, 4874) = 10.011$, $p < 0.01$, $\eta^2 = 0.03$. The univariate tests revealed that all effects of tour of duty on individual hand-off processes were significant, $p < 0.05$.

While statistical significance was identified for each individual hand-off process, the corresponding effect sizes were small (e.g., accounting for less than 1% of the variability). This suggests that differences in hand-off processes between shifts are of little practical implication (i.e., shift differences are negligible in policy development).

Individual hand-off processes:

3a: The univariate tests revealed that this hand-off process significantly differed by tour of duty, $F(2, 2443) = 11.848$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the day shift and both evening and night shifts were significant, $p < 0.01$.

The day shift utilizes this hand-off process to a lesser degree than evening and night shifts.

3b: The univariate tests revealed that this hand-off process significantly differed by tour of duty, $F(2, 2443) = 23.308$, $p < 0.01$, $\eta^2 = 0.02$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the night shift and both evening and day shifts were significant, $p < 0.01$.

The night shift utilizes this hand-off process more than day or evening shifts.

3c: The univariate tests revealed that this hand-off process significantly differed by tour of duty, $F(2, 2443) = 8.643$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the evening shift and both night and day shifts were significant, $p < 0.01$.

The evening shift utilizes this hand-off process more than day or night shifts.

3d: The univariate tests revealed that this hand-off process significantly differed by tour of duty, $F(2, 2443) = 15.649$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the evening shift and both night and day shifts were significant, $p < 0.01$.

The evening shift utilizes this hand-off process more than day or night shifts.

3e: The univariate tests revealed that this hand-off process significantly differed by tour of duty, $F(2, 2443) = 15.070$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the day shift and both evening and night shifts were significant, $p < 0.01$.

The day shift utilizes this hand-off process to a lesser degree than evening and night shifts.

3f: The univariate tests revealed that this hand-off process significantly differed by tour of duty, $F(2, 2443) = 14.079$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the evening shift and both night and day shifts were significant, $p < 0.01$.

The evening shift utilizes this hand-off process more than day or night shifts.

3g: The univariate tests revealed that this hand-off process significantly differed by tour of duty, $F(2, 2443) = 14.833$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the day shift and both evening and night shifts were significant, $p < 0.01$.

The day shift utilizes this hand-off process more than evening or night shifts.

Individual patterns:

Day shift: more likely to utilize "other" hand-off processes and less likely to hand off via a personal brief from the previous shift charge nurse or tape recording of previous shift staff nurse.

Evening shift: more likely to utilize group meeting with previous shift staff nurse, tape recordings from previous shift charge nurse, or the DHCP "End of Shift" report.

Night shift: more likely to be briefed by a nurse from the previous shift.

HAND-OFF SURVEY PLANNED ANALYSES

Tour of Duty (Q2) x Formal time period (Q4)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of tour of duty on the provision of a “formal time period” for hand off. The results of the ANOVA revealed no significant effect, $F(2, 2443) = 2.143$, $p > 0.05$, $\eta^2 = 0.00$. The results of the chi-square revealed a significant pattern of presence of a formal time period among the different shifts, $X^2(8) = 38.176$, $p < 0.01$, $V = 0.09$.</p> <p style="text-align: center;"><i>Although the different shifts do not significantly differ in the provision of a formal time period (i.e., ANOVA result), there is a pattern of responses different than expected given the sample (i.e., chi-square result). Looking at the pattern of responses, the day shift reported a lesser degree of “formal time period” provisions compared to both the evening and night shifts.</i></p>	
Tour of Duty (Q2) x Time devoted (Q5)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of tour of duty on the amount of time devoted to the hand-off process. The results of the ANOVA revealed no significant effect, $F(2, 2443) = 0.569$, $p > 0.05$, $\eta^2 = 0.00$. The results of the chi-square revealed a significant pattern in length of a formal time period among the different shifts, $X^2(8) = 29.258$, $p < 0.01$, $V = 0.08$.</p> <p style="text-align: center;"><i>Although the different shifts do not significantly differ in the length of a “formal time period” (i.e., ANOVA result), there is a pattern of responses different than expected given the sample (i.e., chi-square result). It appears that the day shift has a higher incidence of shorter “formal time periods” (e.g., 1-15 minutes) than other shifts. The evening shift appears to have a higher incidence of longer “formal time periods” (e.g., 31-45 minutes). The night shift falls in between.</i></p>	
Tour of Duty (Q2) x Respond/Questions (Q6)	X²
<p>A chi-square test of independence was conducted to assess differences in opportunity to ask questions during hand off between the different tours of duty. The results of the chi-square revealed no significant patterns among tour of duty, $X^2(2) = 1.756$, $p > 0.05$, $V = 0.03$.</p> <p style="text-align: center;"><i>All shifts provide equal opportunity to ask question during hand off.</i></p>	
Tour of Duty (Q2) x Interruptions (Q7)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of tour of duty on the degree of interruptions occurring during the hand-off process. The results of the ANOVA revealed a significant effect, $F(2, 2442) = 16.176$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed a pairwise differences between day and both evening and night shifts, $p < 0.01$. The results of the chi-square revealed a significant pattern in presence of distractions during hand off among different tours of duty, $X^2(8) = 58.971$, $p < 0.01$, $V = 0.06$.</p> <p style="text-align: center;"><i>Evening and night shifts had a significantly higher degree of interruptions during their hand-off procedures.</i></p>	
Tour of Duty (Q2) x Action/Interruptions (Q9)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of tour of duty on the actions taken to limit interruptions during the hand-off process. The results of the ANOVA revealed a significant effect, $F(2, 2443) = 3.195$, $p < 0.05$, $\eta^2 = 0.00$. Bonferroni and Tukey HSD post hoc tests revealed a pairwise difference between day and night shifts, $p < 0.05$. The results of the chi-square revealed a significant pattern in attempts to limit of distractions during hand off among different tours of duty, $X^2(8) = 22.745$, $p < 0.01$, $V = 0.07$.</p> <p style="text-align: center;"><i>It appears that the day shifts take a larger degree of action to prevent distractions during hand off, as opposed to the night shift.</i></p>	
Tour of Duty (Q2) x Verification (Q10)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of tour of duty on ability to verify hand-off information. The results of the ANOVA revealed a significant effect, $F(2, 2443) = 7.440$, $p < 0.01$, $\eta^2 = 0.01$. Bonferroni and Tukey HSD post hoc tests revealed a pairwise difference between the day and both evening and night shifts, $p < 0.05$. The results of the chi-square revealed a significant pattern in ability to verify content of hand-off information among different tours of duty, $X^2(8) = 30.906$, $p < 0.01$, $V = 0.08$.</p> <p style="text-align: center;"><i>Day shift provides a higher degree of ability to verify hand-off information when compared to both night and evening shifts.</i></p>	

HAND-OFF SURVEY PLANNED ANALYSES

Tour of Duty (Q2) x Historical data (Q11)

ANOVA & X²

A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of tour of duty on the opportunity to review historical client information. The results of the ANOVA revealed no significant effect, $F(2, 2442) = 2.873$, $p > 0.05$, $\eta^2 = 0.00$. The results of the chi-square revealed a significant pattern in opportunity to review historical information among different tours of duty, $X^2(8) = 21.142$, $p < 0.01$, $V = 0.07$.

Although the different shifts do not significantly differ in the opportunity to review historical information (i.e., ANOVA result), there is a pattern of responses different than expected given the sample (i.e., chi-square result). Looking at the pattern of responses, the day shift appears to have the greatest opportunity to review historical information.

Tour of Duty (Q2) x Length shift (Q12)

X²

A chi-square test of independence was conducted to assess the effects of tour of duty on hand-off differences given shift length. The results of the chi-square revealed a significant pattern in hand-off process differences due to shift length among different tours of duty, $X^2(2) = 7.142$, $p < 0.05$, $V = 0.05$.

It appears that the evening shift has more differences in the implementation of hand-off processes as a result of shift length.

Tour of Duty (Q2) x Holiday (Q13)

X²

A chi-square test of independence was conducted to assess the effects of tour of duty on hand-off differences during holidays. The results of the chi-square revealed no significant pattern in hand-off processes during holidays, $X^2(2) = 5.961$, $p > 0.05$, $V = 0.05$.

Tour of Duty (Q2) x Content of hand off (Q14a-h)

MANOVA & ANOVA for significant DVs

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of tour of duty on the content of hand off. The results of the MANOVA indicate a significant effect, $F(16, 4870) = 3.239$, $p < 0.01$, $\eta^2 = 0.01$. The univariate tests revealed no significant differences between tour of duty and individual hand-off content areas, $p > 0.05$.

While statistical significance was identified for the collective hand-off content areas, the corresponding effect size was small (e.g., accounting for 1% of the variability). So small, in fact, that individual hand-off content areas did not statistically differ by tour of duty. This suggests that differences in hand-off content areas between shifts are of little practical implication (i.e., shift differences are negligible in policy development).

Individual content areas:

14a: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 2.457$, $p > 0.05$, $\eta^2 = 0.00$.

This content area did not differ by tour of duty.

14b: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 0.676$, $p > 0.05$, $\eta^2 = 0.00$.

This content area did not differ by tour of duty.

14c: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 2.281$, $p > 0.05$, $\eta^2 = 0.00$.

This content area did not differ by tour of duty.

14d: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 1.512$, $p > 0.05$, $\eta^2 = 0.00$.

This content area did not differ by tour of duty.

14e: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 1.325$, $p > 0.05$, $\eta^2 = 0.00$.

This content area did not differ by tour of duty.

14f: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 1.720$, $p > 0.05$, $\eta^2 = 0.001$.

This content area did not differ by tour of duty.

14g: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 1.923$, $p > 0.05$, $\eta^2 = 0.00$.

This content area did not differ by tour of duty.

HAND-OFF SURVEY PLANNED ANALYSES

14h: The univariate tests revealed that this hand-off content area did not significantly differ by tour of duty, $F(2, 2442) = 1.456, p > 0.05, \eta^2 = 0.00$.

This content area did not differ by tour of duty.

Tour of Duty (Q2) x Shift change primary (Q15) | χ^2

A chi-square test of independence was conducted to assess the effects of tour of duty on shift hand offs as a primary interest. The results of the chi-square revealed a significant pattern in interest in shift hand off among different tours of duty, $\chi^2(2) = 31.938, p < 0.01, V = 0.11$.

Shift hand offs appear to be more of a primary concern to evening and night shifts.

Tour of Duty (Q2) x Hand-off type (Q16a-g) | **MANOVA & ANOVA for significant DVs**

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of tour of duty on the interest in different types of patient hand offs. The results of the MANOVA indicate a significant effect, $F(14, 4874) = 2.501, p < 0.01, \eta^2 = 0.01$. The univariate tests revealed several significant differences between tour of duty and hand-off type interest.

While statistical significance was identified for the collective hand-off interest areas, the corresponding effect size was small (e.g., accounting for less than 1% of the variability). So small, in fact, that many individual hand-off interest areas did not statistically differ by tour of duty. This suggests that differences in hand-off interest areas between shifts are of little practical implication (i.e., shift differences are negligible in policy development).

Individual interest areas:

16a: The univariate tests revealed that interest in this type of hand off did not significantly differ by tour of duty, $F(2, 2443) = 0.163, p > 0.05, \eta^2 = 0.00$.

This interest area did not differ by tour of duty.

16b: The univariate tests revealed that interest in this type of hand off did not significantly differ by tour of duty, $F(2, 2443) = 0.059, p > 0.05, \eta^2 = 0.00$.

This interest area did not differ by tour of duty.

16c: The univariate tests revealed that interest in this type of hand off did not significantly differ by tour of duty, $F(2, 2443) = 0.690, p > 0.05, \eta^2 = 0.00$.

This interest area did not differ by tour of duty.

16d: The univariate tests revealed that interest in this type of hand off did not significantly differ by tour of duty, $F(2, 2443) = 0.140, p > 0.05, \eta^2 = 0.00$.

This interest area did not differ by tour of duty.

16e: The univariate tests revealed that interest in this type of hand off significantly differed by tour of duty, $F(2, 2443) = 5.017, p < 0.01, \eta^2 = 0.00$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the day and evening were significant, $p < 0.01$.

The day shift is more interesting in this type of hand off when compared to the evening shift.

16f: The univariate tests revealed that interest in this type of hand off significantly differed by tour of duty, $F(2, 2443) = 3.227, p < 0.05, \eta^2 = 0.00$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the evening and night shifts were significant, $p < 0.05$.

The night shift is more interesting in this type of hand off when compared to the evening shift.

16g: The univariate tests revealed that interest in this type of hand off significantly differed by tour of duty, $F(2, 2443) = 4.880, p < 0.01, \eta^2 = 0.00$. Bonferroni and Tukey HSD post hoc tests revealed that pairwise differences between the day and night shifts were significant, $p < 0.01$.

The night shift is more interesting in this type of hand off when compared to the day shift.

HAND-OFF SURVEY PLANNED ANALYSES

Tour of Duty (Q2) x Risks (Q17)

χ^2

A chi-square test of independence was conducted to assess the effects of tour of duty on the experience of risks during hand off. The results of the chi-square revealed a significant pattern in risks experienced among different tours of duty, $\chi^2 (2) = 8.617$, $p < 0.05$, $V = 0.06$.

It appears that day shifts report experiencing less risk during hand off. Evening shifts report the most risk experienced during hand off.

Experience Risk Comparisons

Risks (Q17) x Process of hand off (Q3a-g)

MANOVA & ANOVA for significant DVs

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of exposure to risk on the interest in different types the hand-off processes. The results of the MANOVA indicate a significant effect, $F(7, 2439) = 6.284$, $p < 0.01$. The univariate tests revealed several significant differences between risk exposure and hand-off process.

While statistical significance was identified for the collective hand-off processes and several individual processes, the corresponding effect sizes were small (e.g., accounting for less than 1% of the variability). This suggests that differences in hand-off processes between those exposed and not exposed to risk are of little practical implication.

Individual hand-off processes:

3a: The univariate tests revealed that this type of hand-off process did not significantly differ by risk exposure, $F(1, 2445) = 1.953$, $p > 0.05$, $\eta^2 = 0.00$.

This hand-off process did not differ by exposure to risk.

3b: The univariate tests revealed that this type of hand-off process did not significantly differ by risk exposure, $F(1, 2445) = 0.253$, $p > 0.05$, $\eta^2 = 0.00$.

This hand-off process did not differ by exposure to risk.

3c: The univariate tests revealed that this type of hand-off process significantly differed by risk exposure, $F(1, 2445) = 10.473$, $p < 0.01$, $\eta^2 = 0.000$.

Individuals who have been exposed to risk are less likely to use this hand-off process.

3d: The univariate tests revealed that this type of hand-off process did not significantly differ by risk exposure, $F(1, 2445) = 0.036$, $p > 0.05$, $\eta^2 = 0.00$.

This hand-off process did not differ by exposure to risk.

3e: The univariate tests revealed that this type of hand-off process significantly differed by risk exposure, $F(1, 2445) = 17.001$, $p < 0.01$, $\eta^2 = 0.00$.

Individuals who have been exposed to risk are more likely to use this hand-off process.

3f: The univariate tests revealed that this type of hand-off process did not significantly differ by risk exposure, $F(1, 2445) = 0.315$, $p > 0.05$, $\eta^2 = 0.00$.

This hand-off process did not differ by exposure to risk.

3g: The univariate tests revealed that this type of hand-off process did not significantly differ by risk exposure, $F(1, 2445) = 0.736$, $p > 0.05$, $\eta^2 = 0.00$.

This hand-off process did not differ by exposure to risk.

Risks (Q17) x Formal time period (Q4)

ANOVA & χ^2

A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of exposure to risk on the provision of a "formal time period" for hand off. The results of the ANOVA revealed no significant effect, $F(1, 2445) = 0.59$, $p > 0.05$, $\eta^2 = 0.00$. The results of the chi-square revealed a significant pattern of presence of a formal time period between risk exposure groups, $\chi^2 (4) = 28.705$, $p < 0.01$, $V = 0.11$.

Although the exposure to risk does not significantly differ in the provision of a formal time period (i.e., ANOVA result), there is a pattern of responses different than expected given the sample (i.e., chi-square result). Looking at the pattern of responses, individuals that have not been exposed to risk had a larger than expected presence of both 100% (Always) or 0% (Never) responses. {Could this be that those who aren't exposed to risk either in environments where there is rigid adherence to guidelines (100% group) or areas that have less risk in general (0%)}

HAND-OFF SURVEY PLANNED ANALYSES

Risks (Q17) x Time devoted (Q5)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of exposure to risk on the amount of time devoted to hand off. The results of the ANOVA revealed no significant effect, $F(1, 2445) = 0.010, p > 0.05, \eta^2 = 0.00$. The results of the chi-square revealed no significant pattern of presence of a formal time period between risk exposure groups, $X^2(6) = 11.369, p > 0.05, V = 0.07$.</p> <p style="text-align: center;"><i>Exposure to risk does not appear to be due to differences in the amount of time devoted to hand-off processes.</i></p>	
Risks (Q17) x Respond/Questions (Q6)	X²
<p>A chi-square test of independence was conducted to identify patterns between exposure to risk and opportunity to ask and respond to questions during hand off. The results of the chi-square revealed a significant pattern of question and answer opportunities during hand off between risk exposure groups, $X^2(1) = 15.506, p < 0.01, V = 0.08$.</p> <p style="text-align: center;"><i>Individuals who have been exposed to risk are less likely to be given the opportunity to ask and answer questions.</i></p>	
Risks (Q17) x Interruptions (Q7)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of exposure to risk on the amount of distractions interrupting the hand-off process. The results of the ANOVA revealed a significant effect, $F(1, 2444) = 169.028, p < 0.01, \eta^2 = 0.06$. The results of the chi-square revealed a significant pattern of amount of interruptions between risk exposure groups, $X^2(4) = 159.087, p < 0.01, V = 0.26$.</p> <p style="text-align: center;"><i>Individuals exposed to risks are in an environment with a significantly larger number of interruptions during the hand-off process.</i></p>	
Risks (Q17) x Action/Interruptions (Q9)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of exposure to risk on attempt to limit interruptions during the hand-off process. The results of the ANOVA revealed a significant effect, $F(1, 2445) = 25.900, p < 0.01, \eta^2 = 0.01$. The results of the chi-square revealed a significant pattern of attempts to limit interruptions between risk exposure groups, $X^2(4) = 65.898, p < 0.01, V = 0.16$.</p> <p style="text-align: center;"><i>Individuals exposed to risks are in an environment with a significantly fewer attempts to limit interruptions during the hand-off process.</i></p>	
Risks (Q17) x Verification (Q10)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of exposure to risk on the ability to verify information during the hand-off process. The results of the ANOVA revealed a significant effect, $F(1, 2445) = 90.387, p < 0.01, \eta^2 = 0.04$. The results of the chi-square revealed a significant pattern of ability to verify information between risk exposure groups, $X^2(4) = 117.675, p < 0.01, V = 0.22$.</p> <p style="text-align: center;"><i>Individuals exposed to risks are in an environment with a significantly less ability to verify information received during hand off.</i></p>	
Risks (Q17) x Historical data (Q11)	ANOVA & X²
<p>A one-way analysis of variance (ANOVA) and chi-square test of independence were conducted to assess the effects of exposure to risk on the ability to review historical information during the hand-off process. The results of the ANOVA revealed a significant effect, $F(1, 2444) = 72.359, p < 0.01, \eta^2 = 0.03$. The results of the chi-square revealed a significant pattern in ability to review historical information between risk exposure groups, $X^2(4) = 89.794, p < 0.01, V = 0.19$.</p> <p style="text-align: center;"><i>Individuals exposed to risks are in an environment with a significantly lesser chance to review historical information.</i></p>	
Risks (Q17) x Length shift (Q12)	X²
<p>A chi-square test of independence was conducted to assess the effects of exposure to risk on differences in hand off due to shift length. The results of the chi-square revealed a significant pattern of length of shift hand-off differences among different risk exposure groups, $X^2(1) = 23.186, p < 0.01, V = 0.10$.</p> <p style="text-align: center;"><i>Individuals exposed to risk tend to have different hand-off processes depending on the length of shift.</i></p>	
Risks (Q17) x Holiday (Q13)	X²
<p>A chi-square test of independence was conducted to assess the effects of exposure to risk on differences in hand off during holiday shifts. The results of the chi-square revealed no significant pattern holiday hand-off processes and different risk exposure groups, $X^2(1) = 2.719, p > 0.05, V = 0.03$.</p> <p style="text-align: center;"><i>Individuals exposed to risk do not appear to have different hand-off processes during holiday shifts.</i></p>	

HAND-OFF SURVEY PLANNED ANALYSES

Risks (Q17) x Content of hand off (Q14a-h)

MANOVA & ANOVA for significant DVs

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects exposure to risk on the content of hand off. The results of the MANOVA indicate a significant effect, $F(8, 2437) = 10.530, p < 0.01$. All univariate tests revealed a significant difference between exposure to risk and individual hand-off content areas, $p < 0.01$.

While statistical significance was identified for each individual hand-off process, the corresponding effect sizes were small (e.g., accounting for less than 1% of the variability). This suggests that differences in hand-off processes due to risk exposure are of little practical implication.

Individual content areas:

14a: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 47.596, p < 0.01, \eta^2 = 0.02$.

14b: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 35.609, p < 0.01, \eta^2 = 0.02$.

14c: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 8.800, p < 0.01, \eta^2 = 0.00$.

14d: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 30.118, p < 0.01, \eta^2 = 0.01$.

14e: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 56.391, p < 0.01, \eta^2 = 0.02$.

14f: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 45.835, p < 0.01, \eta^2 = 0.02$.

14g: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 38.806, p < 0.01, \eta^2 = 0.02$.

14h: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk, $F(2, 2444) = 10.577, p < 0.01, \eta^2 = 0.00$.

For all content areas, those who were exposed to risk were less likely to address that area of content during the hand-off process.

Risks (Q17) x Shift change primary (Q15)

χ^2

A chi-square test of independence was conducted to assess the effects of exposure to risk on hand offs as a primary interest. The results of the chi-square revealed no significant pattern in interest in shift hand off among different risk exposure groups, $\chi^2(1) = 2.594, p > 0.05, V = 0.03$.

Exposure to risk does not appear to be related to concern regarding shift hand offs.

Risks (Q17) x Hand-off type (Q16a-g)

MANOVA & ANOVA for significant DVs

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of exposure to risk on the interest in different types of patient hand offs. The results of the MANOVA indicate a significant effect, $F(7, 2439) = 3.029, p < 0.01$. The univariate tests revealed several significant differences between risk exposure and hand off type interest.

While statistical significance was identified for the collective hand-off interest areas and several individual types, the corresponding effect size was small (e.g., accounting for less than 1% of the variability). This suggests that differences in hand off interest areas due to risk exposure are of little practical implication.

Individual interest areas:

16a: The univariate tests revealed that interest in this type of hand off did not significantly differ by risk exposure, $F(2, 2445) = 3.584, p > 0.05, \eta^2 = 0.00$.

This interest area did not differ by exposure to risk.

HAND-OFF SURVEY PLANNED ANALYSES

16b: The univariate tests revealed that interest in this type of hand off significantly differed by risk exposure, $F(2, 2445) = 10.343, p < 0.01, \eta^2 = 0.00$.

Individuals exposed to risk are more interested in this type of hand off.

16c: The univariate tests revealed that interest in this type of hand off significantly differed by risk exposure, $F(2, 2445) = 3.997, p < 0.05, \eta^2 = 0.00$.

Individuals exposed to risk are more interested in this type of hand off.

16d: The univariate tests revealed that interest in this type of hand off significantly differed by risk exposure, $F(2, 2445) = 9.917, p < 0.01, \eta^2 = 0.00$.

Individuals exposed to risk are more interested in this type of hand off.

16e: The univariate tests revealed that interest in this type of hand off significantly differed by risk exposure, $F(2, 2445) = 15.806, p < 0.01, \eta^2 = 0.00$.

Individuals exposed to risk are more interested in this type of hand off.

16f: The univariate tests revealed that interest in this type of hand off significantly differed by risk exposure, $F(2, 2445) = 8.721, p < 0.01, \eta^2 = 0.00$.

Individuals exposed to risk are more interested in this type of hand off.

16g: The univariate tests revealed that interest in this type of hand off did not significantly differ by risk exposure, $F(2, 2445) = 1.391, p > 0.05, \eta^2 = 0.00$.

This interest area did not differ by exposure to risk.

Timing of Hand-off Comparisons

Formal time period (Q4) x Time devoted (Q5) | X^2

A chi-square test of independence was conducted to assess the relationship between the presence of a "formal hand-off period" and the length of time devoted to hand off. The results of the chi-square revealed a significant pattern, $X^2(24) = 886.196, p < 0.01, V = 0.30$.

In environments where there is a higher likelihood of a formal hand-off period, the hand-off process occurs for a longer length of time. The most frequent "formal" hand-off period length is 16-30 minutes.

Formal time period (Q4) x Respond/Questions (Q6) | X^2

A chi-square test of independence was conducted to assess the relationship between the presence of a "formal hand-off period" and the opportunity to ask and respond to questions. The results of the chi-square revealed a significant pattern, $X^2(4) = 350.249, p < 0.01, V = 0.38$.

In environments where there is a higher likelihood of a formal hand-off period, there is also a higher likelihood that an opportunity for questions to be asked and answered will be present.

Formal time period (Q4) x Interruptions (Q7) | X^2

A chi-square test of independence was conducted to assess the relationship between the presence of a "formal hand-off period" and the presence of distractions or interruptions. The results of the chi-square revealed a significant pattern, $X^2(16) = 484.641, p < 0.01, V = 0.22$.

In environments where there is a higher likelihood of a formal hand-off period, there is a lower incidence of interruptions during the hand off.

Formal time period (Q4) x Action/Interruptions (Q9) | X^2

A chi-square test of independence was conducted to assess the relationship between the presence of a "formal hand-off period" and the attempt to limit distractions during hand off. The results of the chi-square revealed a significant pattern, $X^2(16) = 349.741, p < 0.01, V = 0.19$.

In environments where there is a higher likelihood of a formal hand-off period, there is a greater attempt to limit interruptions occurring during hand off.

Formal time period (Q4) x Verification (Q10) | X^2

A chi-square test of independence was conducted to assess the relationship between the presence of a "formal hand-off period" and the ability to verify information received during hand off. The results of the chi-square revealed a significant pattern, $X^2(16) = 444.590, p < 0.01, V = 0.21$.

In environments where there is a higher likelihood of a formal hand-off period, there is an increased ability to verify information received.

HAND-OFF SURVEY PLANNED ANALYSES

Formal time period (Q4) x Historical data (Q11)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the presence of a “formal hand-off period” and the ability to review historical data during hand off. The results of the chi-square revealed a significant pattern, X² (16) = 406.183, p<0.01, V=0.20. <i>In environments where there is a higher likelihood of a formal hand-off period, there is an increased ability to review historical information.</i></p>	
Formal time period (Q4) x Holiday (Q13)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the presence of a “formal hand-off period” and the stability of this hand-off process during holidays or weekends. The results of the chi-square revealed a significant pattern, X² (4) = 24.981, p<0.01, V=0.10 <i>In environments where there is a higher likelihood of a formal hand-off period, the hand-off procedures are less likely to differ on holidays and weekends.</i></p>	
Time devoted (Q5) x Respond/Questions (Q6)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the amount of time devoted to hand off and the ability to ask and answer questions during hand off. The results of the chi-square revealed a significant pattern, X² (6) = 486.005, p<0.01, V=0.45. <i>Hand-off periods lasting 16-30 minutes have the highest opportunity to ask and answer question during hand off.</i></p>	
Time devoted (Q5) x Interruptions (Q7)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the amount of time devoted to hand off and the frequency of interruptions occurring during hand off. The results of the chi-square revealed a significant pattern, X² (24) = 883.541, p<0.01, V=0.30. <i>Hand-off periods lasting 16-30 minutes had the least amount of interruptions during hand off.</i></p>	
Time devoted (Q5) x Action/Interruptions (Q9)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the amount of time devoted to hand off and the attempts to limit interruptions during this time. The results of the chi-square revealed a significant pattern, X² (24) = 512.667, p<0.01, V=0.23. <i>Hand-off periods lasting 16-30 minutes were more likely to make attempts to limit interruptions during hand off.</i></p>	
Time devoted (Q5) x Verification (Q10)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the amount of time devoted to hand off and the ability to verify information during hand off. The results of the chi-square revealed a significant pattern, X² (24) = 469.206, p<0.01, V=0.22. <i>Hand-off periods lasting 16-30 minutes were more likely to allow for verifications to be made during hand off.</i></p>	
Time devoted (Q5) x Historical data (Q11)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the amount of time devoted to hand off and the ability to review historical data during hand off. The results of the chi-square revealed a significant pattern, X² (24) = 506.181, p<0.01, V=0.23 <i>Hand-off periods lasting 16-30 minutes were more likely to have the opportunity to review historical data.</i></p>	
Time devoted (Q5) x Holiday (Q13)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the amount of time devoted to hand off and the stability of this hand-off process during holidays and weekends. The results of the chi-square revealed a significant pattern, X² (6) = 19.337, p<0.01, V=0.09. <i>Hand-off periods lasting 16-30 minutes were less likely to change during weekends and holidays.</i></p>	
Respond/Questions (Q6) x Interruptions (Q7)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the opportunity to ask and respond to questions and the amount of interruptions occurring during hand off. The results of the chi-square revealed a significant pattern, X² (4) = 229.174, p<0.01, V=0.31 <i>Those that have the opportunity to ask and answer questions are less likely to be interrupted during hand off.</i></p>	

HAND-OFF SURVEY PLANNED ANALYSES

Respond/Questions (Q6) x Action/Interruptions (Q9)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the opportunity to ask and respond to questions and the attempts to limit interruptions during hand off. The results of the chi-square revealed a significant pattern, $X^2 (4) = 284.470$, $p < 0.01$, $V = 0.34$</p> <p style="text-align: center;"><i>Those that have the opportunity to ask and answer questions are more likely to attempt to limit interruptions during hand off.</i></p>	
Respond/Questions (Q6) x Verification (Q10)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the opportunity to ask and respond to questions and the ability to verify information during hand off. The results of the chi-square revealed a significant pattern, $X^2 (4) = 750.306$, $p < 0.01$, $V = 0.55$</p> <p style="text-align: center;"><i>Those that have the opportunity to ask and answer questions are more likely to have the opportunity to verify information during hand off.</i></p>	
Respond/Questions (Q6) x Historical data (Q11)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the opportunity to ask and respond to questions and the ability to review historical data during hand off. The results of the chi-square revealed a significant pattern, $X^2 (4) = 392.448$, $p < 0.01$, $V = 0.40$.</p> <p style="text-align: center;"><i>Those that have the opportunity to ask and answer questions are more likely to have the opportunity to review historical data during hand off.</i></p>	
Respond/Questions (Q6) x Holiday (Q13)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the opportunity to ask and respond to questions and the stability of this opportunity during holidays and weekends. The results of the chi-square revealed no significant pattern, $X^2 (1) = 1.431$, $p > 0.05$, $V = 0.02$</p>	
Interruptions (Q7) x Action/Interruptions (Q9)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the likelihood of interruptions occurring during hand off and the attempts to limit the chance of interruption. The results of the chi-square revealed a significant pattern, $X^2 (16) = 733.055$, $p < 0.01$, $V = 0.27$.</p> <p style="text-align: center;"><i>Environments with fewer interruptions during hand off have a higher likelihood of attempting to limit the chance of interruptions.</i></p>	
Interruptions (Q7) x Verification (Q10)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the likelihood of interruptions occurring during hand off and the ability to verify information. The results of the chi-square revealed a significant pattern, $X^2 (16) = 469.466$, $p < 0.01$, $V = 0.22$</p> <p style="text-align: center;"><i>Environments with fewer interruptions during hand off have a greater ability to verify hand-off information.</i></p>	
Interruptions (Q7) x Historical data (Q11)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the likelihood of interruptions occurring during hand off and the ability to review historical data. The results of the chi-square revealed a significant pattern, $X^2 (16) = 570.905$, $p < 0.01$, $V = 0.24$.</p> <p style="text-align: center;"><i>Environments with fewer interruptions during hand off have a greater ability to review historical data.</i></p>	
Interruptions (Q7) x Holiday (Q13)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the likelihood of interruptions occurring during hand off and the stability of this likelihood during holidays and weekends. The results of the chi-square revealed a significant pattern, $X^2 (4) = 17.681$, $p < 0.01$, $V = 0.09$.</p> <p style="text-align: center;"><i>Environments with fewer interruptions during hand off maintain that level of interruption during weekends and holidays.</i></p>	
Action/Interruptions (Q9) x Verification (Q10)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the attempt to limit interruptions during hand off and the ability to verify hand-off information. The results of the chi-square revealed a significant pattern, $X^2 (16) = 902.086$, $p < 0.01$, $V = 0.30$</p> <p style="text-align: center;"><i>Environments that attempt to limit interruptions have a higher opportunity to verify information received during hand off.</i></p>	
Action/Interruptions (Q9) x Historical data (Q11)	X²
<p>A chi-square test of independence was conducted to assess the relationship between the attempt to limit interruptions during hand off and the ability to review historical data. The results of the chi-square revealed a significant pattern, $X^2 (16) = 768.212$, $p < 0.01$, $V = 0.28$.</p> <p style="text-align: center;"><i>Environments that attempt to limit interruptions have a higher opportunity to review historical data during hand off.</i></p>	

HAND-OFF SURVEY PLANNED ANALYSES

Action/Interruptions (Q9) x Holiday (Q13)	X²
A chi-square test of independence was conducted to assess the relationship between the attempt to limit interruptions during hand off and the stability of these attempts during holidays and weekends. The results of the chi-square revealed no significant pattern, $X^2 (4) = 6.101$, $p > 0.05$, $V = 0.05$.	
Verification (Q10) x Historical data (Q11)	X²
A chi-square test of independence was conducted to assess the relationship between the ability to verify information and review historical data during hand off. The results of the chi-square revealed a significant pattern, $X^2 (16) = 1626.217$, $p < 0.01$, $V = 0.41$. <i>Environments that have a higher likelihood of an opportunity to verify information during hand off also have a higher likelihood of an opportunity to review historical data.</i>	
Verification (Q10) x Holiday (Q13)	X²
A chi-square test of independence was conducted to assess the relationship between the ability to verify information during hand off and the stability of this process during holidays and weekends. The results of the chi-square revealed no significant pattern, $X^2 (4) = 3.841$, $p > 0.05$, $V = 0.04$.	
Historical data (Q11) x Holiday (Q13)	X²
A chi-square test of independence was conducted to assess the relationship between the ability to review historical information during hand off and the stability of this process during holidays and weekends. The results of the chi-square revealed no significant pattern, $X^2 (4) = 3.744$, $p > 0.05$, $V = 0.04$.	

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HAND-OFF SURVEY ADDITIONAL ANALYSES

Question

Statistical Analysis

Nurse Manager vs. Staff Nurse Comparisons

Respondent Title x Process of hand off (Q3a-g)

MANOVA & ANOVA for significant DVs

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of respondent title on the hand-off processes. The results of the MANOVA indicate a significant effect, $F(7, 2448) = 7.774$, $p < 0.01$. The univariate tests revealed some significant respondent title effects on individual hand-off processes.

Small effect sizes suggest that differences in hand-off processes among positions are of little practical implication.

Individual hand-off processes:

3a: The univariate tests revealed that this hand-off process significantly differed by respondent title, $F(2, 2446) = 32.769$, $p < 0.01$, $\eta^2 = 0.01$.

Staff RNs utilize this process less.

3b: The univariate tests revealed that this hand-off process significantly differed by respondent title, $F(2, 2446) = 7.652$, $p < 0.01$, $\eta^2 = 0.00$.

Staff RNs utilize this process less.

3c: The univariate tests revealed that this hand-off process significantly differed by respondent title, $F(2, 2446) = 21.105$, $p < 0.01$, $\eta^2 = 0.01$.

Staff RNs utilize this process less.

3d: The univariate tests revealed that this hand-off process significantly differed by respondent title, $F(2, 2446) = 0.209$, $p > 0.05$, $\eta^2 = 0.00$.

No difference between staff RNs and nurse managers.

3e: The univariate tests revealed that this hand-off process significantly differed by respondent title, $F(2, 2446) = 0.152$, $p > 0.05$, $\eta^2 = 0.00$.

No difference between staff RNs and nurse managers.

3f: The univariate tests revealed that this hand-off process significantly differed by respondent title, $F(2, 2446) = 3.050$, $p > 0.05$, $\eta^2 = 0.00$.

No difference between staff RNs and nurse managers.

3g: The univariate tests revealed that this hand-off process significantly differed by respondent title, $F(2, 2446) = 9.736$, $p > 0.05$, $\eta^2 = 0.00$.

No difference between staff RNs and nurse managers.

Respondent Title x Formal time period (Q4)

t-test & X^2

An independent sample t-test and chi-square test of independence were conducted to assess the effects of respondent title on the provision of a "formal time period" for hand off. The results of the t-test revealed a significant effect, $t(577.039) = 5.868$, $p < 0.015$, $r^2 = 0.06$. The results of the chi-square revealed a significant pattern of presence of a formal time period among the different titles, $X^2(4) = 33.060$, $p < 0.01$, $V = 0.12$. The corresponding effects are considered small.

There are significant differences between nurse managers and staff nurses in their notion of the presence of a "formal period of time" for hand off. Nurse managers rate a higher presence (75-100% versus staff RNs 0-50%) of formal time periods.

Respondent Title x Time devoted (Q5)

t-test & X^2

An independent sample t-test and chi-square test of independence were conducted to assess the effects of respondent title on the amount of time dedicated to hand off. The results of the t-test revealed a significant effect ($t(544.770) = -2.166$, $p < 0.05$, $r^2 = 0.01$). This is a small effect. The chi-square was unable to be interpreted as the assumptions of the test were violated (e.g., expected frequency less than 5 in 2 of the cells).

There are significant differences between nurse managers and staff nurses in their estimate of amount of time used for hand off. Nurse managers indicated more time (31-45 minutes) when compared to staff nurses (who rated 16-30 more frequently).

HAND-OFF SURVEY ADDITIONAL ANALYSES

Question	Statistical Analysis
Nurse Manager vs. Staff Nurse Comparisons	
Respondent Title x Respond/Questions (Q6)	X²
<p>A chi-square test of independence was conducted to assess differences in opportunity to ask questions during hand off between the different types of nurses. The results of the chi-square revealed a significant pattern among different positions, $X^2 (2) = 29.221$, $p < 0.05$, $V = 0.11$. This is a small effect.</p> <p style="text-align: center;"><i>Nurse managers report a significantly higher opportunity to ask questions than staff RNs.</i></p>	
Respondent Title x Interruptions (Q7)	t-test & X²
<p>An independent sample t-test and chi-square test of independence were conducted to assess the effects of respondent title on the degree of interruptions occurring during the hand-off process. The results of the t-test revealed a significant effect, $t(557.302) = -4.221$, $p < 0.01$, $r^2 = 0.03$. The results of the chi-square revealed a significant pattern of distractions during hand off among different positions, $X^2 (4) = 36.434$, $p < 0.05$, $V = 0.12$.</p> <p style="text-align: center;"><i>Nurse managers report that interruptions occur to a lesser degree (0-50%) than staff RNs (75-100%).</i></p>	
Respondent Title x Action/Interruptions (Q9)	t-test & X²
<p>An independent sample t-test and chi-square test of independence were conducted to assess the effects of respondent title on the actions taken to limit interruptions during the hand-off process. The results of the t-test revealed a significant effect, $t(529.299) = 7.618$, $p < 0.01$, $r^2 = 0.10$. This is a medium effect. The results of the chi-square revealed a significant pattern in attempts to limit distractions during hand off among different positions, $X^2 (4) = 54.751$, $p < 0.01$, $V = 0.15$. This is a small effect.</p> <p style="text-align: center;"><i>Nurse managers report a higher degree of limiting interruptions (75-100%) when compared to staff RNs (0-50%).</i></p>	
Respondent Title x Verification (Q10)	t-test & X²
<p>An independent sample t-test and chi-square test of independence were conducted to assess the effects of respondent title on ability to verify hand-off information. The results of the t-test revealed a significantly effect, $t(590-736) = 8.569$, $p < 0.01$, $r^2 = 0.11$. This is a medium effect. The results of the chi-square revealed a significant pattern in ability to verify content of hand-off information among different titles, $X^2 (4) = 50.953$, $p < 0.01$, $V = 0.14$. This is a small effect.</p> <p style="text-align: center;"><i>Nurse managers report a higher degree of opportunity to verify content of hand off (75-100%) when compared to staff RNs (0-50%).</i></p>	
Respondent Title x Historical data (Q11)	t-test & X²
<p>An independent sample t-test and chi-square test of independence were conducted to assess the effects of respondent title on the opportunity to review historical client information. The results of the t-test revealed a significant effect, $t(574.466) = 7.853$, $p < 0.01$, $r^2 = 0.10$. This is a medium effect. The results of the chi-square revealed a significant pattern in opportunity to review historical information among different positions, $X^2 (4) = 48.251$, $p < 0.01$, $V = 0.14$. This is a small effect.</p> <p style="text-align: center;"><i>Nurse managers report a higher degree of opportunity to review historical information during hand off (75-100%) when compared to staff RNs (0-50%).</i></p>	
Respondent Title x Length shift (Q12)	X²
<p>A chi-square test of independence was conducted to assess the effects of respondent title on hand off differences given shift length. The results of the chi-square revealed a significant pattern in hand-off process differences due to shift length among different positions, $X^2 (1) = 10.288$, $p < 0.01$, $V = 0.06$. This is a very small effect.</p> <p style="text-align: center;"><i>It appears that the nurse managers report more differences in the implementation of hand-off processes as a result of shift length.</i></p>	
Respondent Title x Holiday (Q13)	X²
<p>A chi-square test of independence was conducted to assess the effects of respondent title on hand-off differences during holidays. The results of the chi-square revealed a significant pattern in hand-off process differences due to holiday shifts among different positions, $X^2 (1) = 5.523$, $p < 0.01$, $V = 0.05$. This is a very small effect.</p> <p style="text-align: center;"><i>It appears that the nurse managers report more differences in the implementation of hand-off processes as a result of holiday shifts.</i></p>	

HAND-OFF SURVEY ADDITIONAL ANALYSES

Question

Statistical Analysis

Nurse Manager vs. Staff Nurse Comparisons

Respondent Title x Content of hand off (Q14a-h)

MANOVA & ANOVA for significant DVs

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of respondent title on the content of hand off. The results of the MANOVA indicate a significant effect, $F(7,2438) = 4.864$, $p < 0.01$. The univariate tests revealed significant differences between position and all individual hand-off content areas, $p < 0.05$.

Small effect sizes suggest that differences in hand-off content areas between positions are of little practical implication.

Individual content areas: Among all individual content areas, staff RNs report that this content is reported to a lesser degree than do nurse managers.

14a: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 30.145$, $p < 0.01$, $\eta^2 = 0.01$.

14b: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 34.984$, $p < 0.01$, $\eta^2 = 0.01$.

14c: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 17.903$, $p < 0.01$, $\eta^2 = 0.01$.

14d: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 15.369$, $p < 0.01$, $\eta^2 = 0.01$.

14e: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 13.782$, $p < 0.01$, $\eta^2 = 0.01$.

14f: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 19.542$, $p < 0.01$, $\eta^2 = 0.01$.

14g: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 16.483$, $p < 0.01$, $\eta^2 = 0.01$.

14h: The univariate tests revealed that this hand-off content area significantly differed by position, $F(1, 2445) = 7.846$, $p < 0.01$, $\eta^2 = 0.00$.

Respondent Title x Shift change primary (Q15)

χ^2

A chi-square test of independence was conducted to assess the effects of respondent title on shift hand offs as a primary interest. The results of the chi-square revealed a significant pattern in interest in shift hand off among different positions, $\chi^2(1) = 11.295$, $p < 0.01$, $V = 0.07$. This is a very small effect.

Shift hand offs appear to be more of a primary concern to staff RNs.

Respondent Title x Hand-off type (Q16a-g)

MANOVA & ANOVA for significant DVs

Overall:

A multivariate analysis of variance (MANOVA) was conducted to assess the effects of respondent title on the interest in different types of patient hand offs. The results of the MANOVA indicate a significant effect, $F(7, 2440) = 5.463$, $p < 0.01$. The univariate tests revealed significant differences between respondent title and all hand-off type interest.

Small effect sizes suggest that these results are of little practical implication.

Individual interest areas: Among all individual hand-off types, staff RNs report that this hand off is of lesser interest than do nurse managers.

16a: The univariate tests revealed that interest in this type of hand off significantly differed by respondent title, $F(1, 2446) = 15.406$, $p < 0.01$, $\eta^2 = 0.01$.

16b: The univariate tests revealed that interest in this type of hand off significantly differed by respondent title, $F(1, 2446) = 11.867$, $p < 0.01$, $\eta^2 = 0.01$.

HAND-OFF SURVEY ADDITIONAL ANALYSES

Question	Statistical Analysis
Nurse Manager vs. Staff Nurse Comparisons	
<p>16c: The univariate tests revealed that interest in this type of hand off significantly differed by respondent title, $F(1, 2446) = 18.801, p < 0.01, \eta^2 = 0.01$.</p> <p>16d: The univariate tests revealed that interest in this type of hand off significantly differed by respondent title, $F(1, 2446) = 18.298, p < 0.01, \eta^2 = 0.01$.</p> <p>16e: The univariate tests revealed that interest in this type of hand off significantly differed by respondent title, $F(1, 2446) = 5.811, p < 0.05, \eta^2 = 0.00$.</p> <p>16f: The univariate tests revealed that interest in this type of hand off significantly differed by respondent title, $F(1, 2446) = 6.585, p < 0.01, \eta^2 = 0.00$.</p> <p>16g: The univariate tests revealed that interest in this type of hand off significantly differed by respondent title, $F(1, 2446) = 27.680, p < 0.01, \eta^2 = 0.01$.</p>	
Respondent Title x Risks (Q17)	χ^2
<p>A chi-square test of independence was conducted to assess the effects of respondent title on the experience of risks during hand off. The results of the chi-square revealed no significant patterns in risks experienced among different positions, $\chi^2(1) = 0.864, p > 0.05, V = 0.02$. This is a very small effect.</p> <p style="text-align: center;"><i>There was no difference between nurse managers and staff RNs in their experience of risk during hand off.</i></p>	

HAND-OFF SURVEY ADDITIONAL ANALYSES

Strategy

1. Reanalyzed without “other” category.
 - Only reported results differing from original analysis
2. Reanalyzed for each individual work area.
 - Only reported medium or large effects.

“Other” category reanalysis

Results were consistent with previous analysis. Effect sizes remained very small to small.
This hand-off process did not differ by exposure to risk.

Individual Work Area Analysis

Intensive Care Unit:

Risk x Q7: A one-way analysis of variance was conducted to assess the effects of exposure to risk on frequency of distractions during hand off. The results of the ANOVA are significant, $F(1,449) = 43.001$, $p < 0.01$, $\eta^2 = 0.09$. This is a medium effect.

People exposed to risk report a higher frequency of distractions during hand off.

Emergency Room:

Risk x Q7: A one-way analysis of variance and chi-square test of independence were conducted to assess the effects of exposure to risk on frequency of distractions during hand off. The results of the ANOVA and chi-square were significant, $F(1,159) = 16.419$, $p < 0.01$, $\eta^2 = 0.09$ and $X^2(4) = 16.047$, $p < 0.01$, $V = 0.32$, respectively. These are medium effects.

People exposed to risk report a higher frequency of distractions during hand off.

Risk x Q10: A one-way analysis of variance and chi-square test of independence were conducted to assess the effects of exposure to risk on the ability to verify information. The results of the ANOVA and chi-square were significant, $F(1, 159) = 17.209$, $p < 0.01$, $\eta^2 = 0.10$ and $X^2(4) = 22.055$, $p < 0.01$, $V = 0.39$. These are medium effects.

People exposed to risk report less opportunity to verify information.

Step-Down Care Unit:

Risk x Q7: A one-way analysis was conducted to assess the effects of exposure to risk on frequency of distractions during hand off. The results of the ANOVA are significant $F(1, 65) = 6.323$, $p < 0.05$, $\eta^2 = 0.09$. This is a medium effect.

People exposed to risk report a higher frequency of distractions during hand off.

Medicine/Surgery:

Risk x Q11: A chi-square test of independence was conducted to assess the effects of exposure to risk on opportunity to review historical data. The results of the chi-square are significant, $X^2(4) = 28.041$, $p < 0.01$, $V = 0.30$. This is a medium effect.

People exposed to risk report less opportunity to review historical information.

Spinal Cord Injury:

Tour of Duty x Q9: A chi-square test of independence was conducted to assess the effects of tour of duty on attempts to limit interruptions during hand off. The results of the chi-square are significant, $X^2(8) = 17.463$, $p < 0.05$, $V = 0.33$. This is a medium effect.

Night shift reports more attempts to limit interruptions.

Risk x Q4: A one-way analysis of variance and chi-square test of independence were conducted to assess the effects of risk on the presence of a formal hand-off time period. The results of the ANOVA and chi-square were significant, $F(1, 79) = 9.968$, $p < 0.01$, $\eta^2 = 0.11$ and $X^2(4) = 11.319$, $p < 0.05$, $V = 0.37$. These are medium effects.

Those exposed to risk report less likelihood for a formal hand-off time period.

HAND-OFF SURVEY ADDITIONAL ANALYSES

Spinal Cord Injury (cont.):

Risk x Q5: A chi-square test of independence was conducted to assess the effects of risk on time devoted to hand off. The results of the chi-square were significant, $X^2(3) = 10.015$, $p < 0.05$, $V = 0.35$. This is a medium effect.

Those not exposed to risk are likely to have a 16-30 minute hand-off period.

Risk x Q11: A chi-square test of independence was conducted to assess the effects of risk on opportunity to review historical information. The results of the chi-square were significant, $X^2(4) = 31.010$, $p < 0.01$, $V = 0.62$. This is a large effect.

Those exposed to risk are less likely to be given opportunity to review historical data.

Nursing Home Center:

Tour of Duty x Q10: A one-way analysis of variance was conducted to assess the effects of tour of duty on the ability to verify information during hand off. The results of the ANOVA were significant, $F(2, 50) = 3.283$, $p < 0.05$, $\eta^2 = 0.12$. This is a medium effect.

Day shift has more opportunity to verify information during hand off.

Tour of Duty x Q11: A one-way analysis of variance was conducted to assess the effects of tour of duty on the opportunity to review historical information. The results of the ANOVA were significant, $F(2, 50) = 3.638$, $p < 0.05$, $\eta^2 = 0.13$. This is a medium effect.

Day shift has more opportunity than the evening shift to review historical information.

Risk x Q10: A one-way analysis of variance was conducted to assess the effects of exposure to risk on the ability to verify information during hand off. The results of the ANOVA were significant, $F(1, 51) = 5.234$, $p < 0.05$, $\eta^2 = 0.09$. This is a medium effect.

Those exposed to risk have less opportunity to verify information during hand off.