

# 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. This page intentionally left blank.

### 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.

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

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 handoff 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 intershift 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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60% 54% 50% 42% 40% 30% 24% 22% 20% 18% 20% 14% 10% 0% b. d. f. a. c. e. g.

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

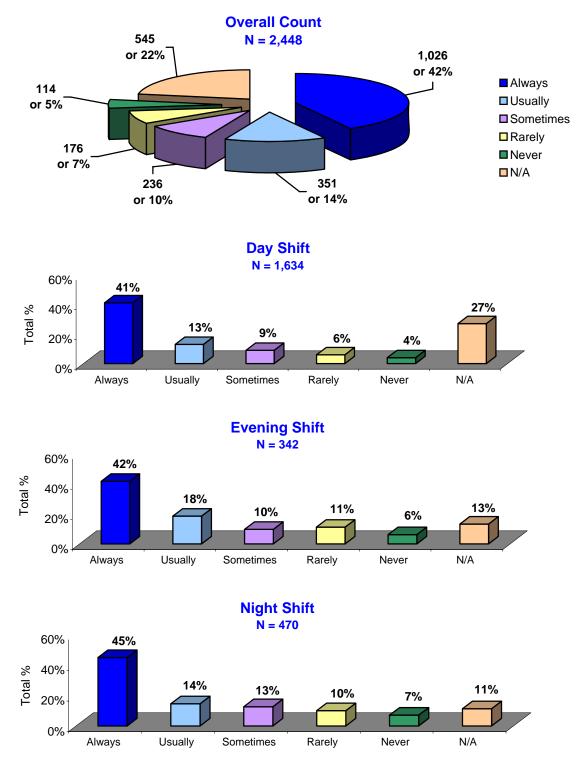
c. Staff Nurses of the previous shift meet as a group with on-coming shift staff nurses

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

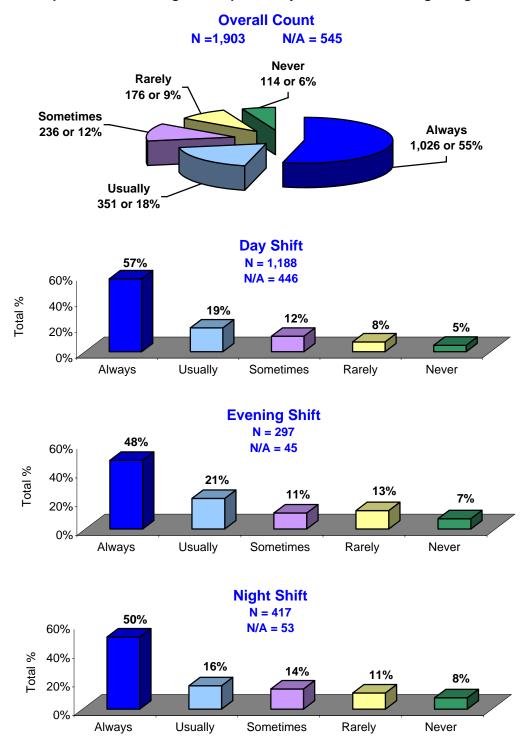


a. The previous shift charge nurse personally briefs the on-coming charge nurse

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.

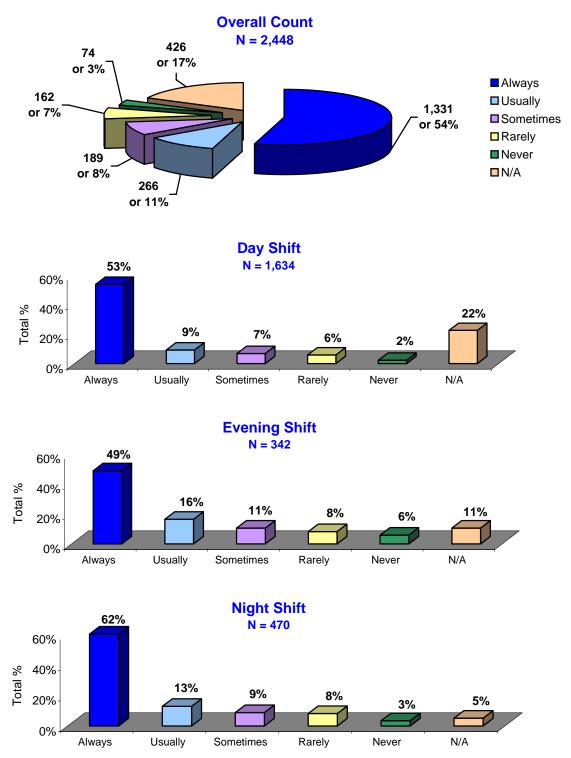
#### Q3. Please identify the hand-off processes that are used in your work area Graphs represent data without N/A responses



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

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

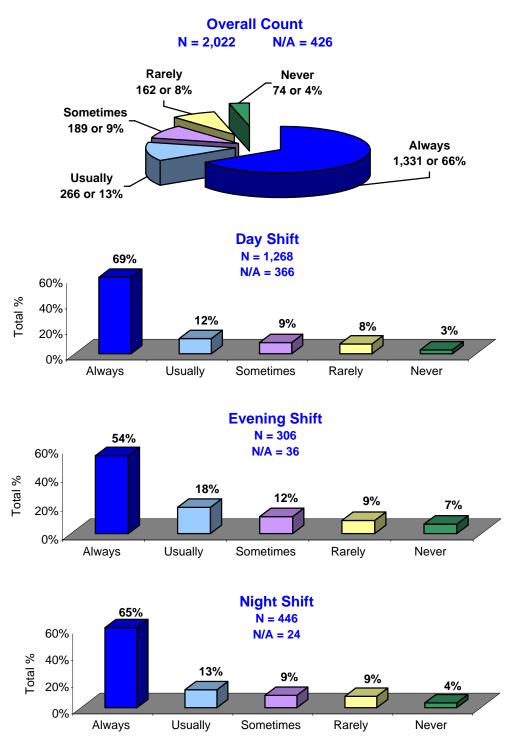
#### Q3. (cont.) Please identify the hand-off processes that are used in your work area



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

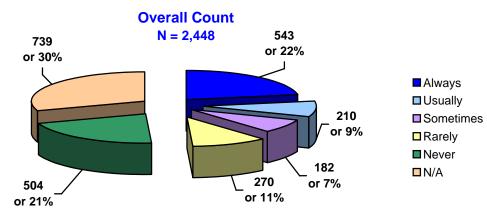
Of the seven hand-off processes described in questions 3a - 3g, the hand-off process, where a nurse from the previous shift briefs a nurse on the on-coming shift, ranked the highest with 54 percent of the RNs reporting that this process is "always" used. When looking at the data by tour of duty groups,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

#### Q3. (cont.) Please identify the hand-off processes that are used in your work area Graphs represent data without N/A responses



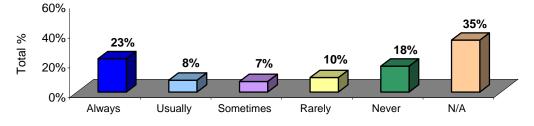
#### b. A nurse from the previous shift briefs a nurse on the on-coming shift

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

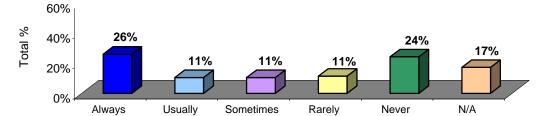


c. Staff Nurses of the previous shift meet as a group with staff nurses of the on-coming shift to hand off information on patient care

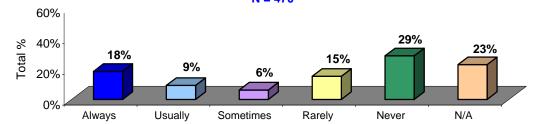
Day Shift N = 1,634



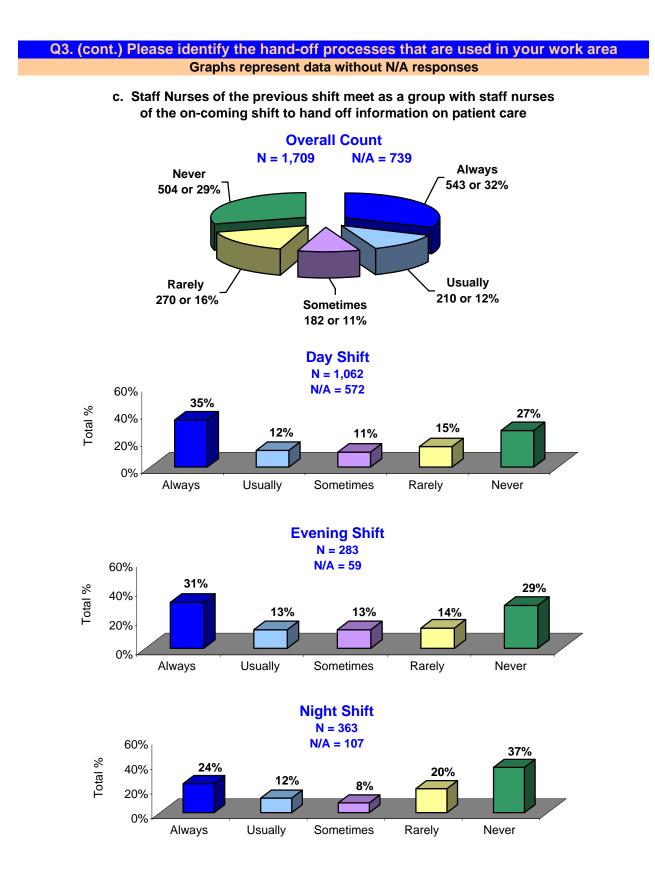
Evening Shift N = 342



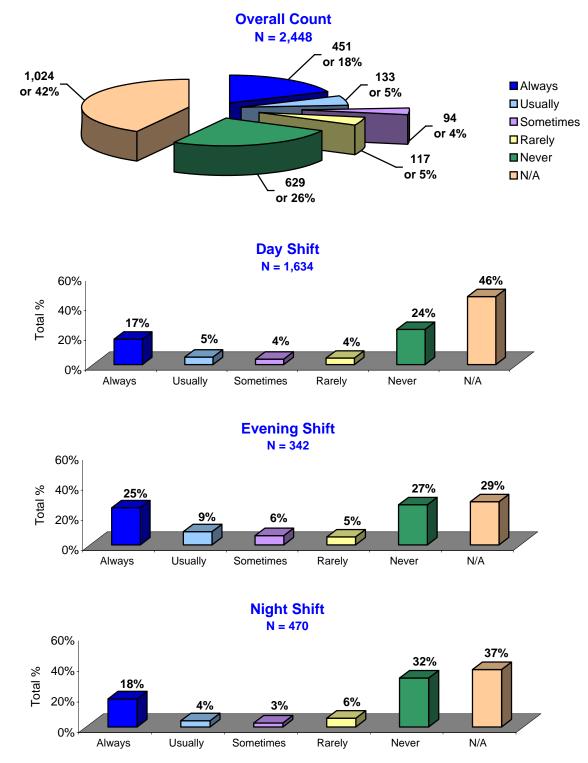
Night Shift N = 470



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.



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

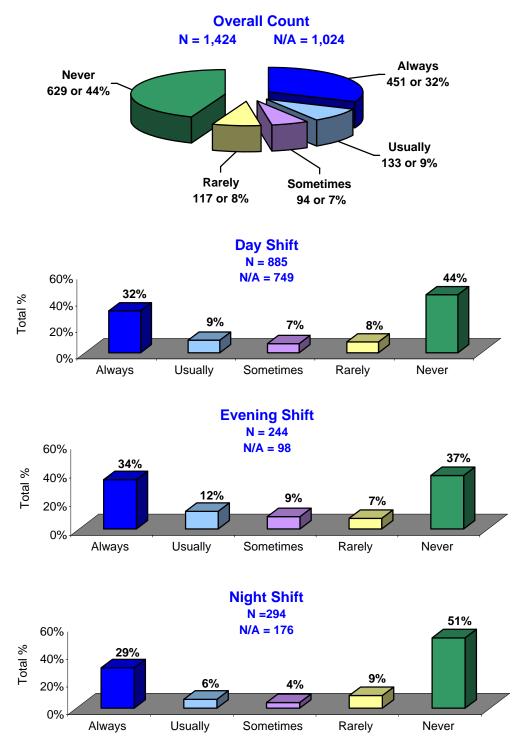


d. The previous shift charge nurse tape records patient care information for on-coming shift

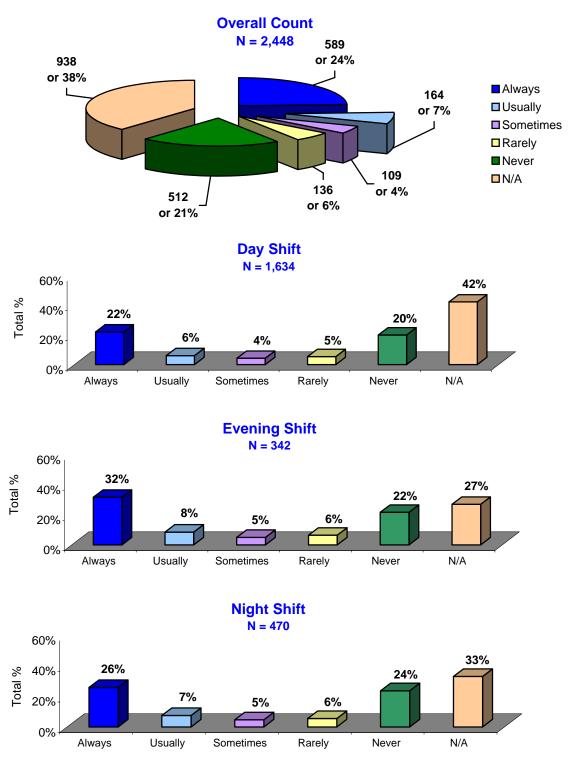
Another type of hand-off process is for the previous shift charge nurse to tape record patient care information for the on-coming shift. Eighteen percent of the RNs reported that this type of hand-off process is "always" used in their work area.

#### 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



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



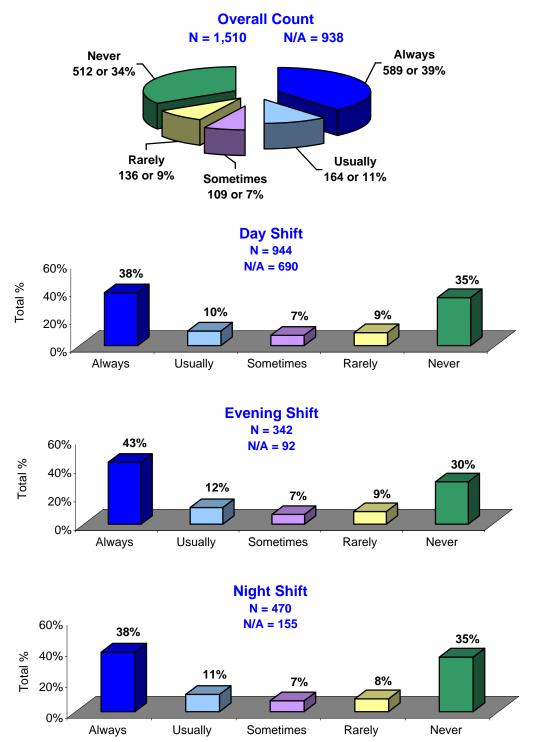
e. Staff nurse(s) of the previous shift tape records patient care information for on-coming shift

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

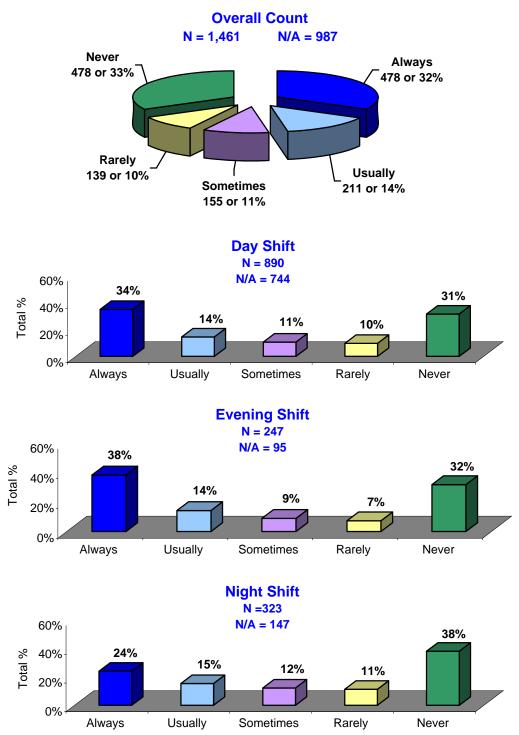
#### **Overall Count** 478 N = 2,448 987 or 20% or 39% 211 Always or 9% Usually Sometimes 155 Rarely or 6% Never ■N/A 139 478 or 6% or 20% **Day Shift** N = 1.63446% 60% Total % 40% 19% 17% 8% 6% 5% 20% 0% N/A Always Usually Sometimes Rarely Never **Evening Shift** N = 342 60% 27% 28% Total % 40% 23% 10% 6% 20% 5% 0% Always Usually Sometimes Rarely Never N/A **Night Shift** N = 470 60% 31% Total % 40% 26% 16% 10% 8% 8% 20% 0% Always Usually Sometimes Rarely Never N/A

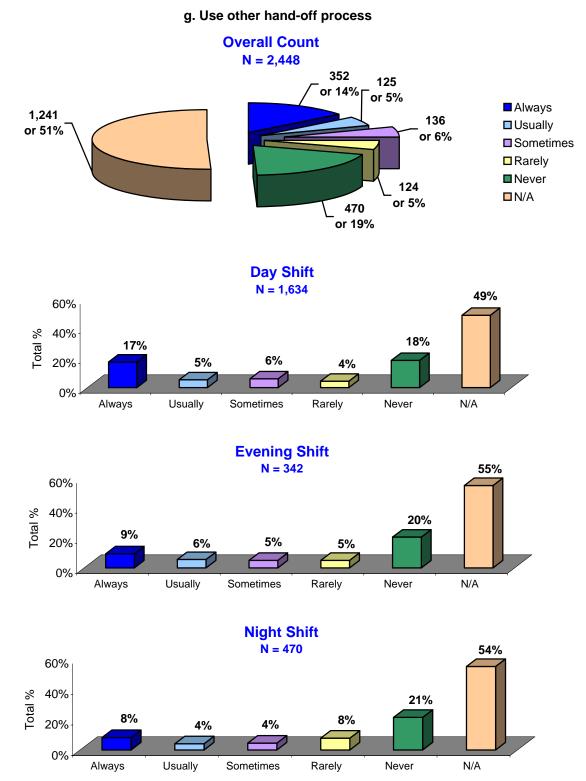
#### f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information

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.

#### 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

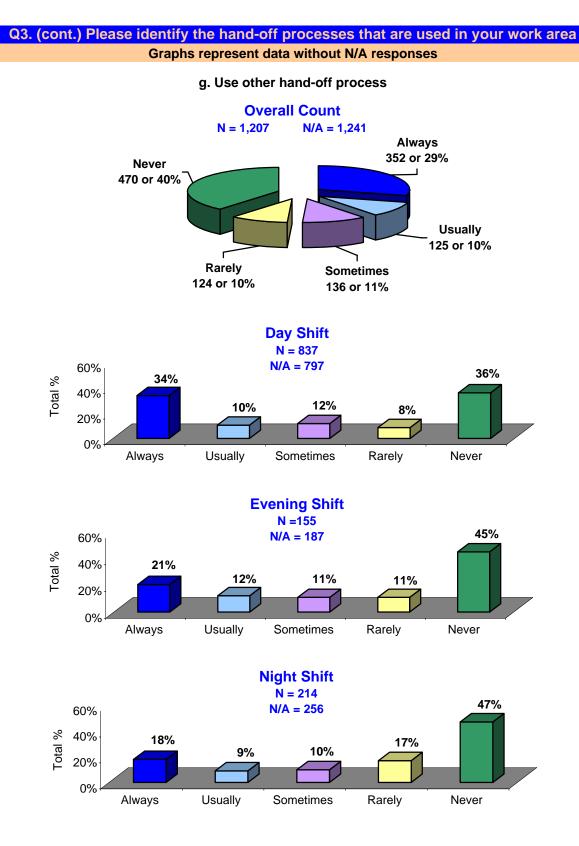




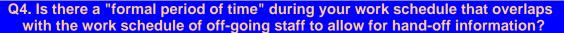
Fourteen percent of RNs reported "always" using a hand-off process that was different than processes described in questions 3a - 3f. RNs on the evening and night shifts reported only 8-9 percent were "always" using other hand-off processes. Some examples of other hand-off processes used were communication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

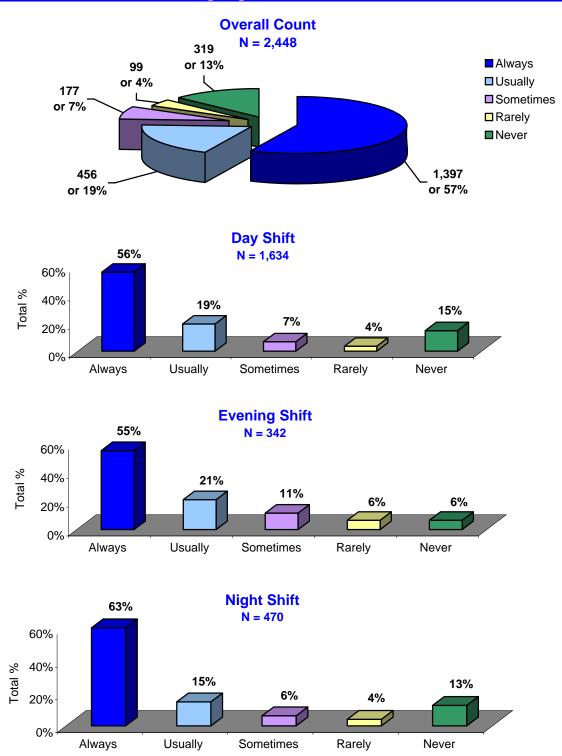
The day shift utilizes this hand-off process more than evening or night shifts.

VHA Nursing Hand-Off Survey, 2006



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





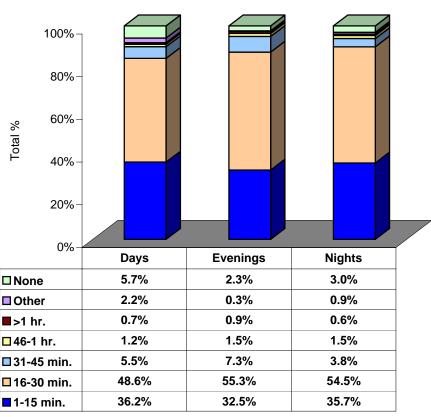
Overall, 57 percent of RNs reported "always" having a "formal period of time" during their work schedule that overlaps with the work schedule of off-going staff to allow for hand off of information.

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., chisquare 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%

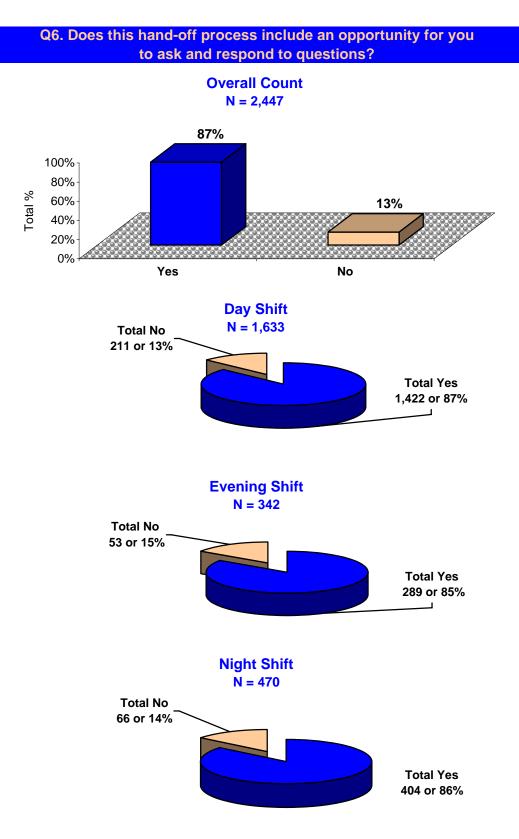
1,240	30.7 /8
132	5.4%
31	1.3%
18	0.7%
41	1.7%
115	4.7%
	132 31 18 41



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.

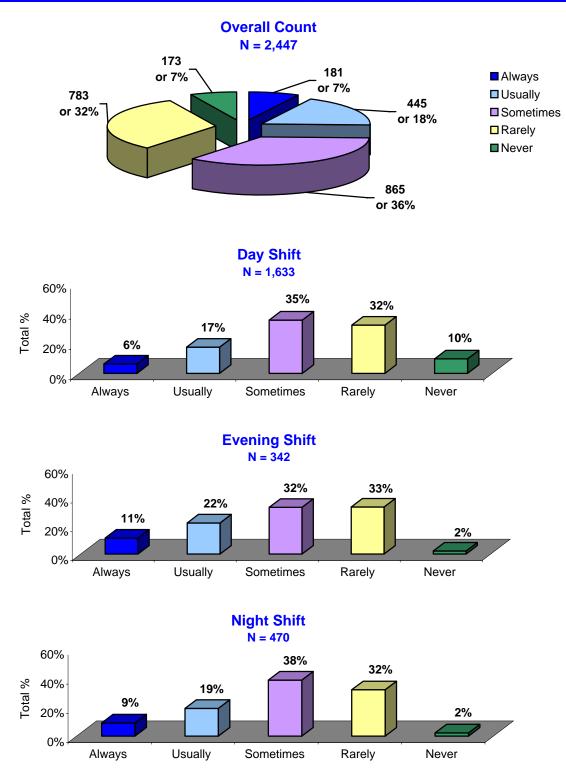
Although the different shifts do not significantly differ in the length of a "formal time period" (i.e., ANOVA result), there is a pattern of responses different than expected given the sample (i.e., chi-square result). It appears that the day shift has a higher incidence of shorter "formal time periods" (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.



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.

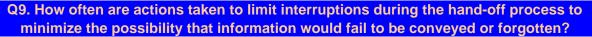
All shifts provide equal opportunity to ask questions during hand off.

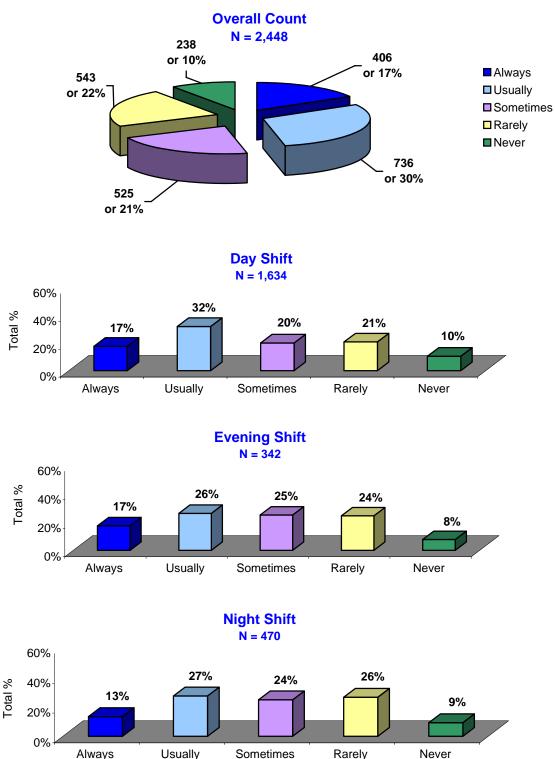
#### Q7. How often do distractions interrupt the hand-off process?



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.

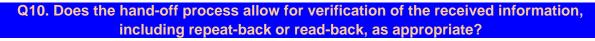
### Evening and night shifts had a significantly higher degree of interruptions during their hand-off procedures.

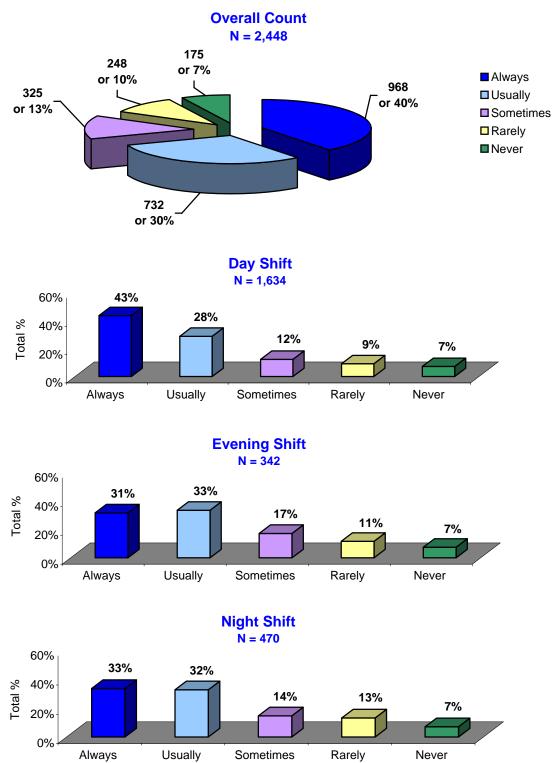




When RNs were asked about how often actions were taken to limit interruptions during the hand-off process to minimize the possibility that information would fail to be conveyed or would be forgotten, 17 percent of the RNs stated actions were "always" taken, 30 percent stated actions were "usually" taken,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

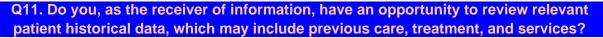
It appears that the day shifts take a larger degree of action to prevent distractions during hand-off, as opposed to the night shift.

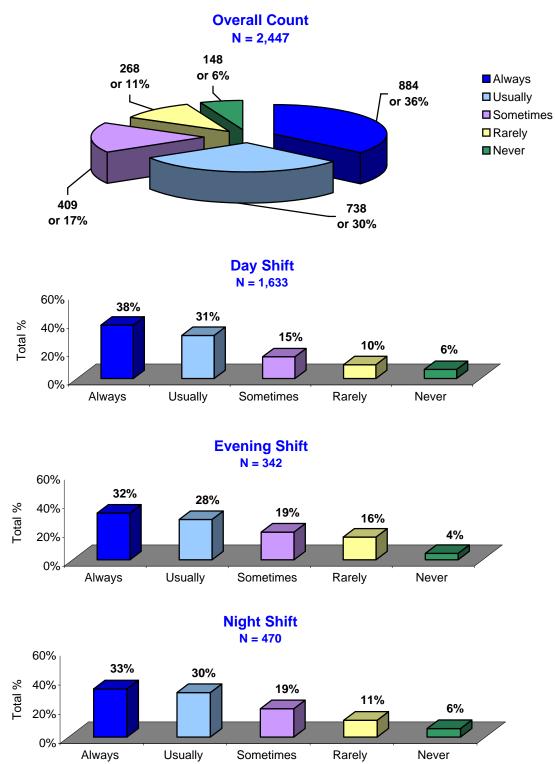




The results for this question varied from 43 percent of RNs on the day shift reported the hand-off process "always" allows for verification of the received information to 31 percent of the RNs on the evening shift.

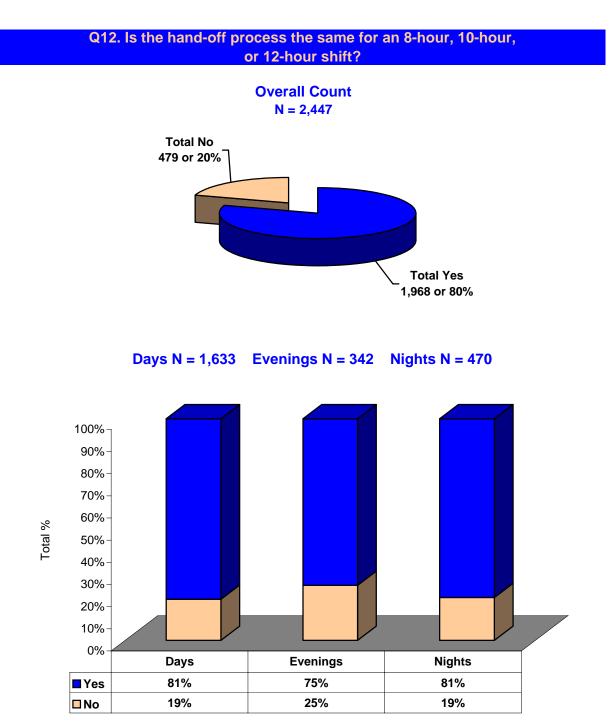
Day shift provides a higher degree of ability to verify hand-off information when compared to both night and evening shifts.





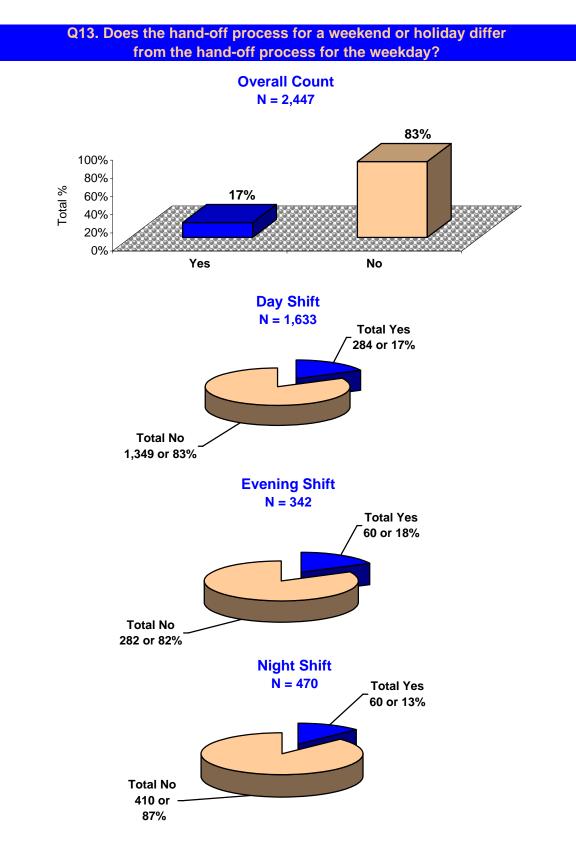
Thirty-six percent responded that they always have an opportunity to review relevant patient historical data.

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.



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.

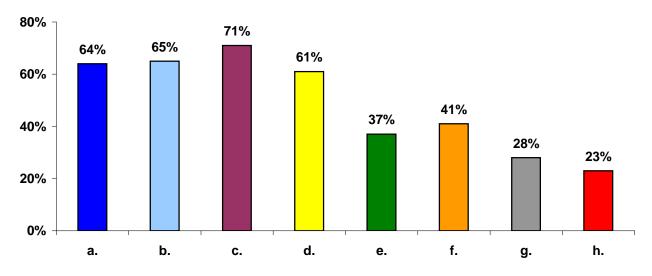
It appears that the evening shift has more differences in the implementation of hand-off processes as a result of shift length.



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, X2 (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

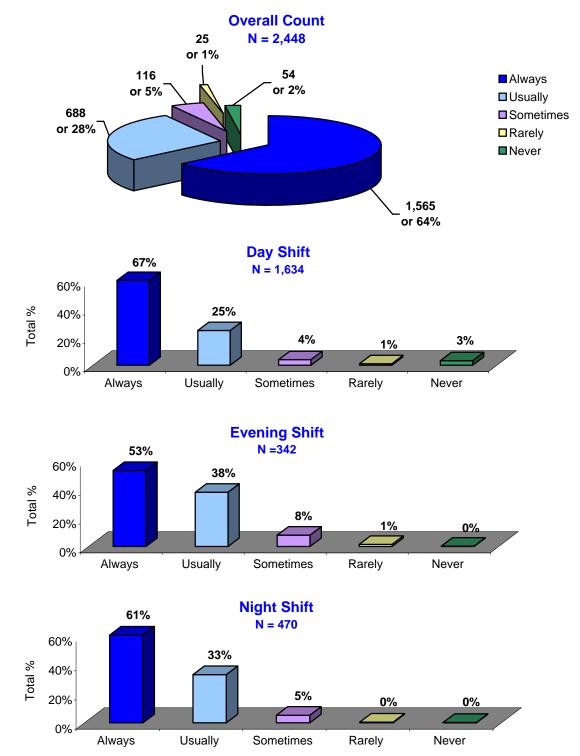
d. Includes details on special patient safety concerns, e.g., fall risk, elopement risk, etc.

- 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

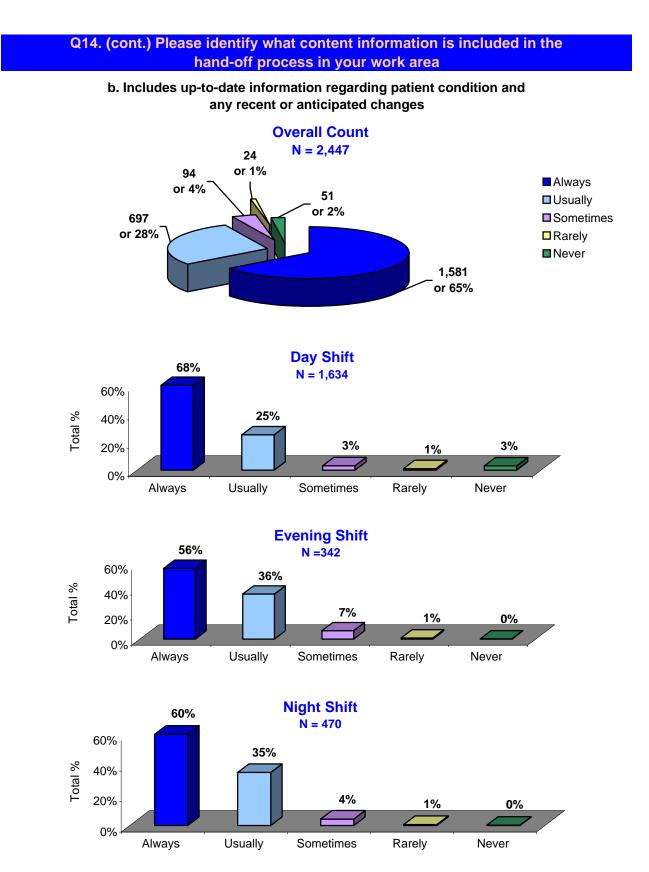
h. Includes other information not listed above

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

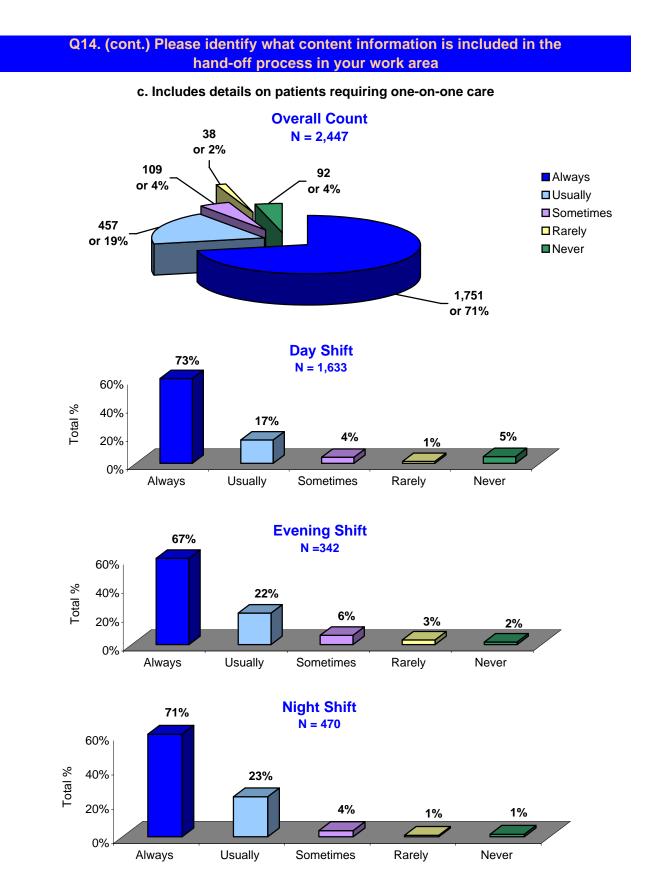


#### a. Includes up-to-date (key) information regarding patient care, treatment, and services

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.

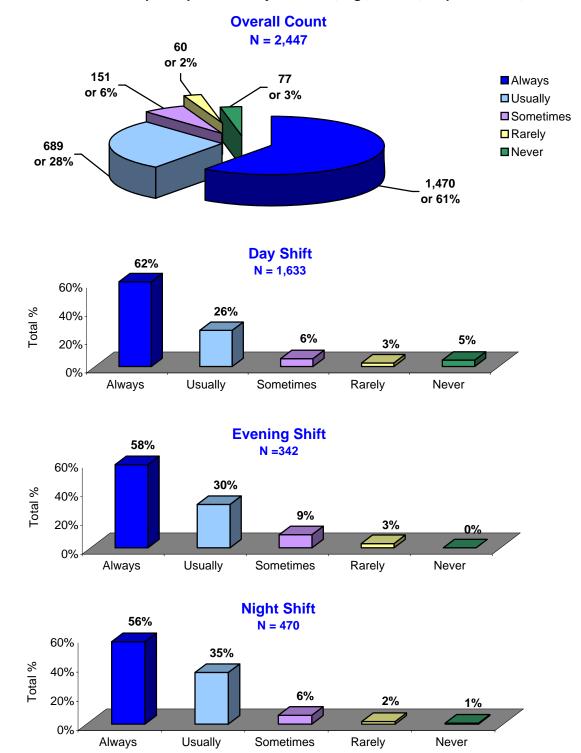


Sixty-five percent of all the respondents noted the hand-off process in their work area "always" included upto-date information regarding patient condition and any recent or anticipated changes.



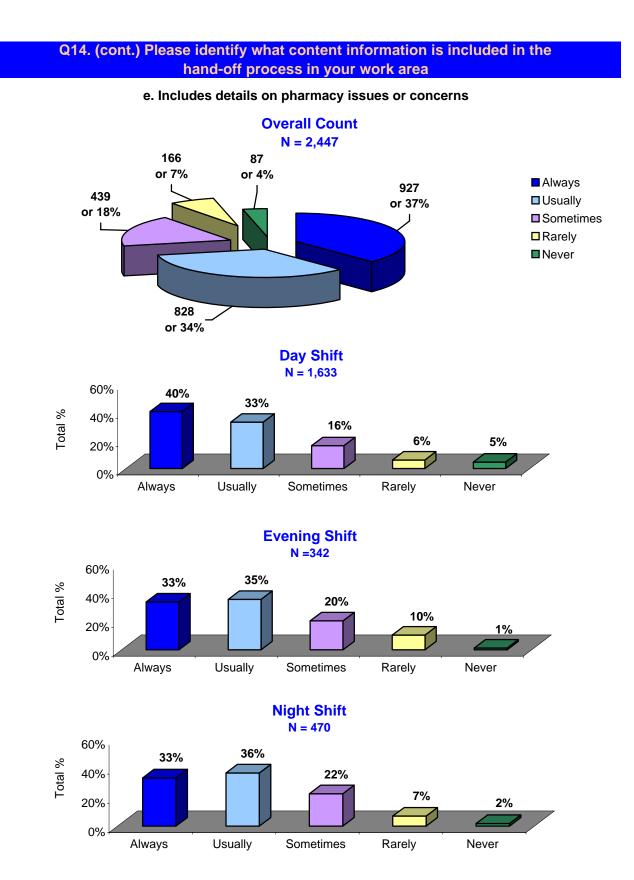
Seventy-one percent of all the respondents noted the hand-off process in their work area "always" included details on patients requiring one-on-one care.

## 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.



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.

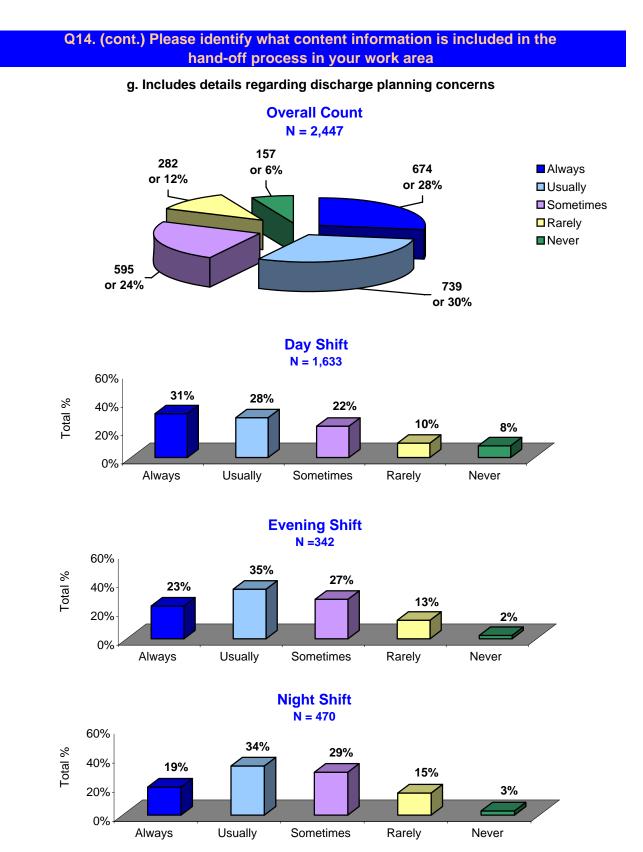
#### VHA Nursing Hand-Off Survey, 2006

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

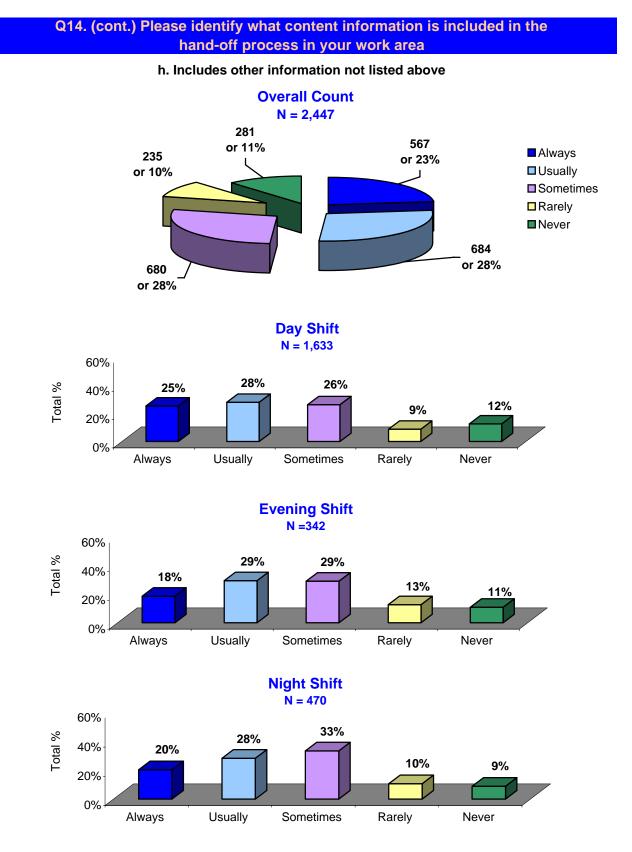
#### **Overall Count** N = 2,44798 101 or 4% or 4% 327 Always 987 or 13% Usually or 41% Sometimes Rarely Never 934 or 38% **Day Shift** N = 1,63360% 42% 37% Total % 40% 12% 6% 4% 20% 0% Always Usually Sometimes Rarely Never **Evening Shift** N =342 60% 42% 37% Total % 40% 17% 4% 20% 0% 0% Always Usually Sometimes Rarely Never **Night Shift** N = 470 44% 60% 34% Total % 40% 16% 4% 20% 1% 0% Always Usually Sometimes Rarely Never

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

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.

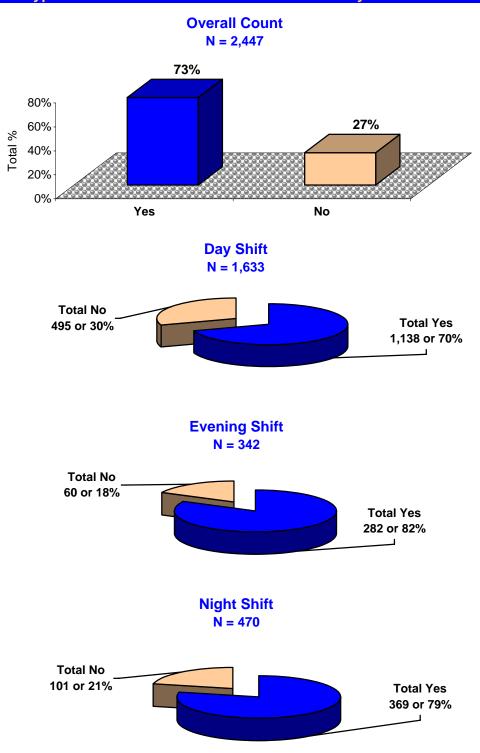


Twenty-eight percent of all the respondents noted the hand-off process in their work area "always" included details regarding discharge planning concerns. On the night shift, only 19 percent of RNs reported the hand-off process "always" included details regarding discharge planning concerns compared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



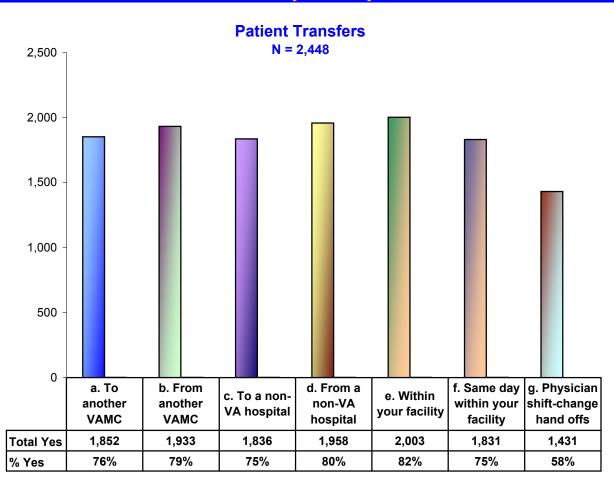
Twenty-three percent of all the respondents noted the hand-off process in their work area "always" included other types of information not listed in questions 14a - 14g.

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.

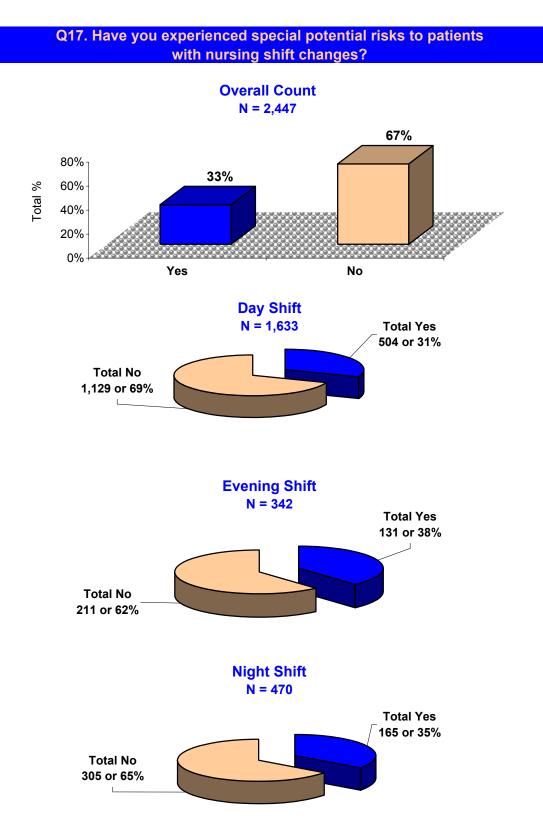
16b: This interest area did not differ by tour of duty.

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.



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 This page intentionally left blank.

								01.5	Select	work	area				
	Stn.		son	Inter	nsive	Care	En	nergei			ep-Do	wn	Ob	serva	tion
Facility	No.		leting		Unit	•••••		partm			are Ur		••••	Unit	
		sur	vey								f duty				
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	E	N	D	Е	N
VISN 1		1	<u> </u>		<u>I</u>	<u> </u>					<u> </u>			1	<u>I</u>
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									
Tota	1	20	46	8	0	1	3	0	1	2	0	0	2	0	1
VISN 2		n													
Bath, NY	528A6	2	10			3									
Canandaigua, NY	528A5	1	13												
Western New York HCS	528	3	11				3		1						
Tota	1	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									
Tota		9	48	10	0	4	1	0	0	0	0	0	0	0	0
VISN 4							<b></b>							I	
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											
Tota	1	22	115	10	1	6	7	4	5	4	0	1	0	0	1
VISN 5		I	<u>.                                    </u>												
Maryland HCS	512	3	19	1						2		1			
Washington, DC	688	1	9	6											
Tota		4	28	7	0	0	0	0	0	2	0	1	0	0	0
VISN 6					1	ı			1		ı	r		r	1
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	-											
Tota		25	168	21	3	12	8	2	0	0	0	1	0	0	1

		Person						01.5	Select	work	area				
	Stn.	-		Inter	nsive	Care	En	nergei			ep-Do	wn	Obs	serva	tion
Facility	No.		leting		Unit	•••••		partm			are U			Unit	
		sur	vey	-							of duty				
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	E	N	D	Е	N
VISN 7					1	<u> </u>		1	1			<u> </u>			
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												
Total	1	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						
Total	1	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							
Total	1	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				
Total	1	13	<mark>86</mark>	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											
Total	1	30	72	12	0	3	5	0	1	0	1	0	2	0	0
VISN 12		1													
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						
Total	/	21	122	20	5	9	6	3	2	5	0	2	0	0	0

	T	r –						01 9	Select	work	area				
	Stn.		son	Inter	nsive	Care	En	nergei			ep-Do	wn	Ob	serva	tion
Facility	No.	comp	leting	inter	Unit	ouro		partm	-		are U		0.0	Unit	
		sur	vey		Unit						of duty			Unit	
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	N
VISN 15					1			1	<u> </u>			1			1
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											
Total	1	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								1
Gulf Coast HCS	520	4	16	1		1	1								1
Houston, TX	580	3	32									1			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							
Total	1	33	228	21	1	13	13	4	0	0	0	1	0	0	0
VISN 17		1	<u> </u>												
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			
Total	1	7	58	6	4	1	0	1	0	4	1	1	0	0	0
VISN 18		1	J												
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			1
West Texas HCS	519	5	1				1								
Total	1	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									1
Montana HCS	436		3		1										1
Sheridan, WY	666		5												1
Total		5	41	3	1	5	0	0	1	1	0	0	0	0	0
		1													
VISN 20								1	1		1			1	1
	531	1	10	2	1					1		1			
VISN 20 Boise, ID	531 663	1	10 25	2 1	1	4	3	1	1	1		1			
VISN 20 Boise, ID Puget Sound HCS	663	1			1	4	3	1	1	1		1			
VISN 20 Boise, ID Puget Sound HCS Spokane, WA			25	1	1			1	1	1					
VISN 20 Boise, ID Puget Sound HCS	663 668		25 29	1	1			1	1						

		Der	erson Intensive Care Emergency Step-Down Observation												
Facility	Stn.		son leting	Inter		Care		nergei	-		ep-Do		Obs	servat	tion
	No.	sur	vey		Unit			partm Q2. S	ent elect 1		are Uı f dutv			Unit	
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	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					
Total		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						
Total		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												
Total		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

		Der	son			Q1	. (cor	nt.) W	ork a	rea an	d tou	r of d	uty		
Facility	Stn. No.	comp	leting	м	ediciı	ne		Senera Surge			edicir Surgei		Ps	ychia	try
		sur	vey					Q2. S	elect	tour o	f duty	1			
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	N
VISN 1			· · · · · ·	<u> </u>	•			•							
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		
Total		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				
Total		6	34	0	0	0	0	0	0	3	1	0	3	1	1
VISN 3													<u>II</u>		
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		
Total		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	<u> </u>
Pittsburgh HCS	646	3	52	3			4		3	7		2	2	0	3
Wilkes-Barre, PA	693	2	11				<u>.</u>		Ŭ	3	1	-			
Wilmington, DE	460	-	3	1						1	•				
Total		22	115	8	1	0	4	0	3	17	3	5	7	5	6
VISN 5		~~~	113		•	v		•			•	•			<b></b>
Maryland HCS	512	3	19	3			1						3		
Washington, DC	688	1	9				1				1				
Total		4	28	3	0	0	2	0	0	0	1	0	3	0	0
VISN 6	<u> </u>	-	20	<u> </u>	•	•		•	v		•	•	<b>1</b>	<u>v</u>	•
Asheville, NC	637	4	45	2	1	4	5	1		8			1	1	1
Beckley, WV	517	3	43 7	<u> </u>	1	-		1		5		3	- '	1	
Durham, NC	558	2	23	1			1			2	1	1		1	1
Fayetteville, NC	565	1	23	1						2	1	2	3	1	2
Hampton, VA	590	6	6	- 1								2	5	1	~
Richmond, VA	652	1	16				<u> </u>			1	2				<u> </u>
	658	3	18	2				1		2	2	2	5		1
Salem, VA	658 659	3 5	18 32				4	1		2 4		2	5 2	2	1
Salisbury, NC					4		1	<u> </u>			-				2
Total		25	<b>168</b>	6	1	4	7	2	0	24	4	10	11	5	7

						Q1	. (con	t.) W	ork a	rea an	d tou	r of d	uty		
E a silita	Stn.	-	son					ener			edicir				. <b>1</b>
Facility	No.		leting	IVI	edici	ne	ક	Surge	ry	S	urger	гy	PS	ychia	itry
		sur	vey					Q2. S	elect	tour o	f duty	/			
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	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		
Tota	/	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			
Tota	/	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		
Tota	1	33	235	4	1	10	5	0	1	26	10	11	14	3	6
VISN 10	Ť.														
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
Tota	1	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												
Tota	1	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
Tota	1	21	122	6	3	2	4	3	0	10	2	1	12	4	5

		_				Q1	. (cor	t.) W	ork a	rea an	d tou	r of d	uty		
Facility	Stn.		son Ioting		od:-:-		. · ·	Senera			edicir			vek!-	4 10 1
Facility	No.	-	leting	IV	edici	ne	ક	Surge	ry	S	Surger	·у	PS	ychia	itry
		Sur	vey					Q2. S	elect <sup>·</sup>	tour o	f duty	/			
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	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					
Total		13	<b>56</b>	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		
Total		33	228	9	8	2	15	0	0	20	6	13	23	0	2
VISN 17	1	1	II												-
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		
Total		7	58	4	2	1	2	0	0	5	0	3	4	1	0
VISN 18		I	II												-
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					
Total		25	126	9	0	3	5	4	1	16	0	4	9	6	2
VISN 19		I						l			1			1	1
Cheyenne, WY	442		3								1	1			
Eastern Colorado HCS	554	4	21	2			1			3	1			3	1
Grand Junction, CO	575	1	9	1						3			1	-	+
Montana HCS	436		3							1	1				+
Sheridan, WY	666		5	1		1				2					1
Total		5	41	4	0	1	1	0	0	9	3	1	1	3	0
VISN 20				<u> </u>	<u> </u>		<u> </u>			u			u		
Boise, ID	531	1	10							2	1			1	1
	663		25		1		1	1			1		4	1	1
Puget Sound HCS		1			+ ·		<u> </u>	· ·	-			•	· ·	· ·	+ •
Puget Sound HCS Spokane, WA	668	5	29								2	2			
Spokane, WA	668 687	5	29 1								2	2			
	668 687 692	5	29 1 8	1							2	2			

		Person Q1. (cont.) Work area and tour of duty													
Facility	Stn. No.	comp	leting vey	M	ediciı	ne	Ś	Senera Surge	ry	S	edicir Surger	'y	Ps	ychia	try
			,					Q2. S	elect t	tour o	f duty	/			
D=Day E=Evening N=I	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	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				
Total		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	
Total		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
Total		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

		Q1. (cont.) Work area and t							nd tou	r of di	uty				
Facility	Stn.		son leting	Sp	inal C			abilita			sing H			Other	
Facility	No.	-	vey		Injury	,					Care			Other	
			-		<b></b>			Q2. S	elect	tour o	of duty				
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	Ν	D	Е	N	D	Е	N	D	Е	Ν
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												
Total	1	20	46	1	1	0	0	0	1	12	4	2	6	0	1
VISN 2						r			· · · · · ·			· · · · · ·		r	
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		
Total		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		•	2		
Total		9	48	0	0	0	1	0	0	5	0	1	7	1	0
VISN 4		,	40	, v	•	v		•	v		•	•	· '	•	v
Altoona, PA	503	2	9							2	1	1	1	1	
Clarksburg, WV	540	2	6							1	1	1	1	1	
Coatesville, PA	542	5	9							1	1		1	1	1
Erie, PA	542 562	5	5								I			1	1
	502 595	2	5 17				- 1			- 1			2	1	
Lebanon, PA		3					1			1			2	I	
Philadelphia, PA	642	5	3							1	0		2	4	4
Pittsburgh HCS	646	3	52					4		6	2		5	1	1
Wilkes-Barre, PA	693	2	11					1		2					
Wilmington, DE	460		3										4.5		
Total		22	115	0	0	0	1	1	0	14	4	1	12	4	2
VISN 5	540	0	40										-		
Maryland HCS	512	3	19				2		1				8		
Washington, DC	688	1	9		-					1	-			1	
Total		4	28	0	0	0	2	0	1	1	0	0	8	1	0
VISN 6	0.07	-	4 -		1						1				
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		
Total	'	25	168	4	3	0	2	2	1	19	1	4	24	3	1

		_				Q1	. (con	t.) W	ork a	rea an	d tou	r of di	utv		
	Stn.		son	Spi	inal C						sing H			01	
Facility	No.	-	leting vey		Injury			abilita			Care			Other	
			vey					Q2. S	elect	tour o	f duty	1			-
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	N
VISN 7						ľ		r			r	1			
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				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		
Total		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		
Total	'	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
Total	1	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		
Total	'	13	86	1	1	0	5	1	0	10	6	3	12	0	0
VISN 11						I		I			I				
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		<u> </u>
Total		30	72	0	0	0	1	0	0	14	1	1	24	2	0
VISN 12										-	l				
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		+
		1	<u> </u>	- · · ·		1		1	1		1	1	<u> </u>	1	1
North Chicago, IL	556	6	40					2		7	3	5	4		

		_				Q1	. (con	t.) W	ork a	rea an	d tou	r of dı	utv		
	Stn.		son	Sp	inal C						sing H				
Facility	No.	-	leting	-	Injury		Reh	abilita	ation		Care			Other	
		sur	vey					Q2. S	elect	tour o	f duty	1			
D=Day E=Evening N=	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	E	N	D	Е	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		
Total		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	
Total		33	228	5	1	0	3	2	1	19	3	3	63	6	4
VISN 17	JJ													-	
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		
Total		7	58	0	0	0	1	0	0	6	3	1	13	0	1
VISN 18								L			L				
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
Total		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									- Ŭ	1		1
Montana HCS	436	· ·	3										•		
Sheridan, WY	666		5										1		
Total		5	41	0	0	0	0	0	0	2	1	3	5	0	1
VISN 20		~				~		~	~	-		<b>_</b>	, v	<u> </u>	•
Boise, ID	531	1	10								1				
Puget Sound HCS	663	•	25				1				2	1	1		
Spokane, WA	668	5	29				- 1	1		6	1	3	6		
Walla Walla, WA	687	5	9 1					1		1	1	5	0		
White City, OR	692	1	8				1	1					3	2	1
Total		7	8 73	•	•	0	2	2	0	7	A	4	3 10	2	1
I Otal		1	13	0	0	U	<b>4</b>	4	v	1	4	4	10	4	I

		Person Q1. (cont.) Work area and tour of duty													
Facility	Stn. No.	comp	leting vey	-	inal C Injury			abilita			ing H Care			Other	
			,					Q2. S	elect	tour o	f duty	1			
D=Day E=Evening N=I	Night	Nurse Mgr.	Staff RN	D	Е	N	D	Е	N	D	Е	N	D	Е	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		
Total		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
Total		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		
Total		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 This page intentionally left blank.

### **Count and Percent**

# VHA Nursing Hand-Off Survey

#### Name of person completing survey:

TITLE		COUNT	PERCENT
Nurse Manager Staff RN		359 2089	14.67 % 85.33 %
		2009	00.00 //
	Total Responses	2448	100.00 %
Select VISN?			
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 %
/ISN 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 %
/ISN 02 Select your Facility and Station Number:			
		40	20.00.0/
		12	30.00 %
Bath, NY - 528A6		12 14	30.00 % 35.00 %
		12 14 14	30.00 % 35.00 % 35.00 %

### **Count and Percent (cont.)**

# VHA Nursing Hand-Off Survey

VISN 03 Select your Facility and Station Number:		COUNT	PERCENT
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 %

VISN 07 Select your Facility and Station Number:		COUNT	PERCENT
Augusta, GA - 509 Birmingham, AL - 521 Central Alabama HCS - 619 Charleston, SC - 534 Columbia, SC - 544 Decatur, GA - 508 Dublin, GA - 557 Tuscaloosa, AL - 679		38 16 24 11 12 15 7 16	27.34 % 11.51 % 17.27 % 7.91 % 8.63 % 10.79 % 5.04 % 11.51 %
	Total Responses	<b>139</b>	100.00 %
VISN 08 Select your Facility and Station Number:			
Bay Pines, FL - 516 Miami, FL - 546 North Florida-South Georgia HCS - 573 San Juan, PR - 672 Tampa, FL - 673 West Palm Beach, FL - 548		46 9 30 113 18 23	19.25 % 3.77 % 12.55 % 47.28 % 7.53 % 9.62 %
	Total Responses	239	100.00 %
VISN 09 Select your Facility and Station Number:			
Huntington, WV - 581 Lexington, KY - 596 Louisville, KY - 603 Memphis, TN - 614 Mountain Home, TN - 621 Tennessee Valley HCS - 626	Total Responses	30 15 27 70 43 83 <b>268</b>	11.19 % 5.60 % 10.07 % 26.12 % 16.04 % 30.97 % 100.00 %
VISN 10 Select your Facility and Station Number:			
Chillicothe, OH - 538 Cincinnati, OH - 539 Cleveland, OH - 541 Dayton, OH - 552	Total Responses	15 9 58 17 <b>99</b>	15.15 % 9.09 % 58.59 % 17.17 % <b>100.00 %</b>

VISN 11 Select your Facility and Station Number:		COUNT	PERCENT
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 %
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 %
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 %
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 %

VISN 17 Select your Facility and Station Number:		COUNT	PERCENT
Central Texas HCS - 674		22	33.85 %
North Texas HCS - 549 South Texas HCS - 671		2 41	3.08 % 63.08 %
South Texas FICS - 07 T			
	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	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, M MICU/SICU, Mixed ICU, Specialty ICU)	ICU/CCU,	451	18.43 %
Emergency Department		161	6.58 %
Step-Down Care Unit (Progressive care un ventilator, respiratory unit)	nit, chronic	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 %

### **VHA Nursing Hand-Off Survey**

Q2. Select Tour of Duty:		COUNT	PERCENT
Day shift Evening shift Night shift		1634 342 470	66.80 % 13.98 % 19.22 %
	Total Responses	2446	100.00 %
Q3. Please identify the hand-off processes that	are used in your we	ork area:	
a. The previous shift charge nurse personally brie	fs the on-coming cha	rge nurse	
Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)		1026 351 236 176	41.91 % 14.34 % 9.64 % 7.19 %

	545	22.26 %
Total Responses	2448	100.00 %

114

4.66 %

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

Never (0%)

N/A (process not used)

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 %

## **VHA Nursing Hand-Off Survey**

d. The previous shift charge nurse tape records patient care information	COUNT on for the on-co	<b>PERCENT</b> oming 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 oncoming 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%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) N/A (process not used)		478 211 155 139 478 987	19.53 % 8.62 % 6.33 % 5.68 % 19.53 % 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 %

### **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%) 4.04 % 99 Never (0%) 319 13.03 % **Total Responses** 2448 100.00 % Q5. How much time is devoted to the hand-off process? 115 4.70 % None 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?

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

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)* 

### **VHA Nursing Hand-Off Survey**

COUNT PERCENT

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?

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

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

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

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?

Total Responses	2447	100.00 %
	148	6.05 %
	268	10.95 %
	409	16.71 %
	738	30.16 %
	884	36.13 %

#### 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 %

### **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 %
	udes up-to-date information rega anticipated changes	arding patient condition and any		
	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. Incl	udes details on patients requiring	g 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.

· · ·	Total Responses	2447	100.00 %
Never (0%)		77	3.15 %
Rarely (25%)		60	2.45 %
Sometimes (50%)		151	6.17 %
Usually (75%)		689	28.16 %
Always (100%)		1470	60.07 %

## **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%)		439 166	17.94 % 6.78 %
Rarely (25%) Never (0%)		87	0.78 % 3.56 %
	Total Responses	2447	100.00 %
	Total Nesponses	2447	100.00 /8
f. Includes details that need to be commur	icated 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 pla	anning 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 ab	ove		
Always (100%)		567	23.17 %
Usually (75%)		684	27.95 %
Sometimes (50%)		680	27.79 %
Rarely (25%)		235	9.60 %
		281	11.48 %
Never (0%)		201	11.40 /0

## 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 %

## **VHA Nursing Hand-Off Survey**

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

- Detternt two offens to an at			
a. Patient transfers to anoth	er VAMC?	COUNT	PERCE
Yes		1852	75.65 %
No		596	24.35 %
	Total Respo	onses 2448	100.00 %
b. Patient transfers from ar	other VAMC?		
Yes		1933	78.96 %
No		515	21.04 %
	Total Respo	onses 2448	100.00 %
c. Patient transfers to a nor	-VA hospital?		
Yes		1836	75.00 %
No		612	25.00 %
	Total Respo	onses 2448	100.00 %
d. Patient transfers from a	ion-VA hospital?		
Yes		1958	79.98 %
No		490	20.02 %
	Total Resp	onses 2448	100.00 %
e. Patient transfers within y	our facility for an undetermined time	e period (e.g., to or fro	
Yes	our facility for an undetermined tim	2003	81.82 %
-	our facility for an undetermined time		
Yes	our facility for an undetermined time	2003 445	81.82 %
Yes No	Total Resp	2003 445 onses 2448	81.82 % 18.18 %
Yes No f. Same-day patient transfe		2003 445 onses 2448 ogy and return)?	81.82 % 18.18 % 100.00 %
Yes No	Total Resp	2003 445 onses 2448	81.82 % 18.18 % <b>100.00 %</b> 74.80 %
Yes No f. Same-day patient transfe Yes	Total Resp	2003 445 onses 2448 ogy and return)? 1831 617	81.82 % 18.18 % 100.00 %
Yes No <b>f. Same-day patient transfe</b> Yes	Total Response rs within your facility (e.g., to radiolo	2003 445 onses 2448 ogy and return)? 1831 617	81.82 % 18.18 % <b>100.00 %</b> 74.80 % 25.20 %
Yes No <b>f. Same-day patient transfe</b> Yes No	Total Response Total Response Total Response	2003 445 onses 2448 ogy and return)? 1831 617	81.82 % 18.18 % <b>100.00 %</b> 74.80 % 25.20 %
Yes No f. Same-day patient transfe Yes No g. Physician shift-change h Yes	Total Response Total Response Total Response	2003 445 onses 2448 ogy and return)? 1831 617	81.82 % 18.18 % 100.00 % 74.80 % 25.20 % 100.00 %
Yes No f. Same-day patient transfe Yes No g. Physician shift-change h	Total Response Total Response Total Response	2003 445 2448 ogy and return)? 1831 617 onses 2448	81.82 % 18.18 % 100.00 % 74.80 % 25.20 % 100.00 %

## **VHA Nursing Hand-Off Survey**

Q17. Have you experienced special potential associated with nursing shift changes?	risks to patients	COUNT	PERCENT
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 This page intentionally left blank.

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

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 TOTAL 1 100 OTAL 1 100 COTAL 1   TOTAL 1   Cont Answered&gt; TOTAL 1   Emergency Department   Day Shift   Always (100%) 52 (48.15 Sometimes (50%) 8 7.41 Rarely (25%) 4 3.7 Never (0%) 2 1852 Sometimes (50%) 8 7.41 Rarely (25%) 4 3.7 Never (0%) 2 1852 Sometimes (50%) 12 42.86 Usually (75%) 5 17.86 Sometimes (50%) 12 42.86 Usually (75%) 5 17.86 Sometimes (50%) 2 7.14 NVA (process not used) 2 8 Rarely (25%) 3 12 Never (0%) 2 8 NVA (process not used) 3 12 NVA (proces</not></not>	Question/Work Area	Shift	Answer	Count	% of Total
<not answered="">         N/A (process not used)         1         100           TOTAL         1         100           <not answered=""> TOTAL         1         100           <not answered=""> TOTAL         1         100           Emergency Department         Day Shift         Aways (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)         100         100         100         100           Evening Shift         100         100         100         100           Evening Shift         100         100         100         100           Evening Shift         1         4.14.29         100         100           Barely (25%)         2         7.14         Never (0%)         2         7.14           NVA (process not used)         2         7.14         12.29         100         10.21           Might Shift         12         Sometimes (50%)         3         12.2         Sometimes (50%)         2         8           NiA (process not used)</not></not></not>	Q3. Please identify the han	d-off processes that are	used in your work ar	ea	
N/A (process not used)         1         100           TOTAL         1         100           CNot Answered> TOTAL         1         100           Emergency Department         Day Shift         Always (100%)         52         48.15           Bay Shift         Always (100%)         52         48.15         1           Sometimes (50%)         8         7.41         1         100           Rarely (25%)         4         3.7         Never (0%)         2         1.85           N/A (process not used)         22         20.37         100         100           Evening Shift         100         100         100         100           N/A (process not used)         12         42.86         100           Image: State of the state of	-	rge nurse personally bri	iefs the on-coming cha	arge nurse	е
N/A (process not used)         1         100           TOTAL         1         100           CNOT 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         TOTAL         108         100           Evening Shift         Always (100%)         12         42.86         100         100           Evening Shift         Always (100%)         12         42.86         100         100           Evening Shift         Always (100%)         12         42.86         100         100         100           Evening Shift         Always (100%)         12         42.86         100		-Not Answorod			
TOTAL         1         100           Not Answered> TOTAL         1           Emergency Department         Always (100%)         52         48.15           Day Shift         Always (100%)         52         48.15           Sometimes (50%)         8         7.41           Rarely (25%)         4         3.7           N/A (process not used)         22         20.37           TOTAL         108         100           Evening Shift         Maways (100%)         12         42.86           Sometimes (50%)         3         10.71           Rarely (25%)         2         7.14           N/A (process not used)         12         42.86           Sometimes (50%)         3         10.71           Rarely (25%)         2         7.14           N/A (process not used)         4         14.29           TOTAL         28         100           Might Shift         9         36           Rarely (25%)         3         12           Sometimes (50%)         3         12           Sometimes (50%)         3         12           Sometimes (50%)         3         12           Sometimes (50%)		<noi answereu=""></noi>	N/A (process not used)	1	100
Not Answered> TOTAL         1           Emergency Department         Day Shift         Always (100%)         52         48.15           Barely (25%)         20         18.52         30metimes (50%)         8         7.41           Rarely (25%)         4         3.7         Never (0%)         2         1.85           N/A (process not used)         22         20.37         707AL         108         108           Evening Shift         108         1008         108 <td></td> <td></td> <td></td> <td></td> <td></td>					
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           TOTAL         108         100           Evening Shift         1         1           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           NVA (process not used)         4         14.29           TOTAL         28         100           Night Shift         100         12           Sometimes (50%)         2         7.14           NVA (process not used)         4         14.29           Usually (75%)         3         12           Sometimes (50%)         2         8           Rarely (25%)         3         12           Sometimes (50%)         2         8 <t< td=""><td></td><td></td><td></td><td></td><td></td></t<>					
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           TOTAL         108         100           Evening Shift         1         1           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           NVA (process not used)         4         14.29           TOTAL         28         100           Night Shift         100         12           Sometimes (50%)         2         7.14           NVA (process not used)         4         14.29           Usually (75%)         3         12           Sometimes (50%)         2         8           Rarely (25%)         3         12           Sometimes (50%)         2         8 <t< td=""><td>Emergency Department</td><td></td><td></td><td></td><td></td></t<>	Emergency Department				
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         TOTAL       108       100         Evening Shift       100       100         Evening Shift       100       12         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         Never (0%)       2       7.14         NVA (process not used)       4       14.29         TOTAL       28       100         Night Shift       12       36         Usually (75%)       3       12         Sometimes (50%)       3       12         Sometimes (50%)       3       12         Sometimes (50%)       3       12         Never (0%)       2       8         Rarely (25%)       3       12	gj = . <b>r</b>	Day Shift			
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         TOTAL       100       2000         TOTAL 100       100         Evening Shift         Always (100%)       12       42.86         Usually (75%)       5       17.86         Sometimes (50%)       3       10.71         Rarely (25%)       2       7.14         N/A (process not used)       4       14.29         TOTAL       28       100         TOTAL 28       100         Night Shift       100       12         Night Shift       100       10       12         Night Shift       100       10       12         Sometimes (50%)       2       8       12         Sometimes (50%)       3       12       10         Night Shift       12       8       12       12         Never (0%)       2       8       12       12       12         Sometimes (50%)       3 <td></td> <td>Dug Shiji</td> <td>Always (100%)</td> <td>52</td> <td>48.15</td>		Dug Shiji	Always (100%)	52	48.15
Sometimes (50%)       8       7.41         Rarely (25%)       4       3.7         Never (0%)       2       1.85         N/A (process not used)       22       20.37         TOTAL       108       100         TOTAL       108         TOTAL       12       42.86         Usually (75%)       5       17.86         Sometimes (50%)       3       10.71         Rarely (25%)       2       7.14       N/A (process not used)       4       14.29         TOTAL       28       100         TOTAL       28       100         Night Shift         Always (100%)       9       36         Usually (75%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         N/A (process not used)       6       24				20	18.52
Rarely (25%)       4       3.7         Never (0%)       2       1.85         N/A (process not used)       22       20.37         TOTAL       108       100         TOTAL       108       100         Evening Shift         Always (100%)       12       42.86         Usually (75%)       5       17.86         Sometimes (50%)       3       10.71         Rarely (25%)       2       7.14         N/A (process not used)       4       14.29         TOTAL       28       100         N/A (process not used)       4       14.29         N/A (process not used)       4       14.29         TOTAL       28       100         Night Shift       12       28         Sometimes (50%)       2       8         Rarely (25%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         N/A (process not used)       6       24         N/A (process not used)       6       24         N/A (process not used)       6       24         N/A (process not used)       6       <				8	7.41
Never (0%)         2         1.85           N/A (process not used)         22         20.37           TOTAL         108         100           Evening Shift         Always (100%)         12         42.86           Usually (75%)         5         17.86           Sometimes (50%)         3         10.71           Rarely (25%)         2         7.14           N/A (process not used)         4         14.29           TOTAL         28         100           Night Shift         100         100           Night Shift         100         10.71           Rarely (25%)         2         7.14           N/A (process not used)         4         14.29           TOTAL         28         100           Night Shift         100         100           Night Shift         12         100           Sometimes (50%)         2         8           Rarely (25%)         3         12           Never (0%)         2         8           N/A (process not used)         6         24           TOTAL         25         100				4	3.7
TOTAL       108       100         Evening Shift       Always (100%)       12       42.86         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         NV/A (process not used)       4       14.29         TOTAL       28       100         Night Shift       3       12         Sometimes (50%)       9       36         Usually (75%)       3       12         Sometimes (50%)       2       8         Night Shift       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         N/A (process not used)       6       24         N/A (process not used)       6       24         TOTAL       25       100				2	1.85
TOTAL       108       100         Evening Shift       Always (100%)       12       42.86         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         NV/A (process not used)       4       14.29         TOTAL       28       100         Night Shift       3       12         Sometimes (50%)       9       36         Usually (75%)       3       12         Sometimes (50%)       2       8         Night Shift       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         N/A (process not used)       6       24         N/A (process not used)       6       24         TOTAL       25       100			N/A (process not used)	22	20.37
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         TOTAL       28       100         Night Shift       12       8         Always (100%)       9       36         Usually (75%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Never (0%)       2       8         N/A (process not used)       6       24         TOTAL       25       100			TOTAL	108	100
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         TOTAL       28       100         Night Shift       12       8         Always (100%)       9       36         Usually (75%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Never (0%)       2       8         N/A (process not used)       6       24         TOTAL       25       100		Evening Shift			
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         TOTAL       28       100         Night Shift         Always (100%)       9       36         Usually (75%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Never (0%)       2       8         Rarely (25%)       3       12         Never (0%)       2       8         N/A (process not used)       6       24         TOTAL       25       100		Liening Shiji	Always (100%)	12	42.86
Sometimes (50%)       3       10.71         Rarely (25%)       2       7.14         Never (0%)       2       7.14         N/A (process not used)       4       14.29         TOTAL       28       100         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         TOTAL       25       100					17.86
Rarely (25%)       2       7.14         Never (0%)       2       7.14         N/A (process not used)       4       14.29         TOTAL       28       100         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         TOTAL       25       100				3	10.71
Never (0%)         2         7.14           N/A (process not used)         4         14.29           TOTAL         28         100           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           TOTAL         25         100				2	7.14
N/A (process not used)       4       14.29         TOTAL       28       100         Night Shift       Always (100%)       9       36         Always (100%)       9       36       12         Usually (75%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         NvA (process not used)       6       24         TOTAL       25       100				2	7.14
TOTAL         28         100           Night Shift         Always (100%)         9         36           Always (100%)         9         36         12           Usually (75%)         3         12         3           Sometimes (50%)         2         8         8           Rarely (25%)         3         12         3           Never (0%)         2         8         8           N/A (process not used)         6         24           TOTAL         25         100				4	
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         TOTAL       25       100			TOTAL	28	100
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         TOTAL       25       100		Night Shift			
Usually (75%)       3       12         Sometimes (50%)       2       8         Rarely (25%)       3       12         Never (0%)       2       8         N/A (process not used)       6       24         TOTAL       25       100			Always (100%)	9	36
Sometimes (50%)       2       8         Rarely (25%)       3       12         Never (0%)       2       8         N/A (process not used)       6       24         TOTAL       25       100			• • •		
Rarely (25%)       3       12         Never (0%)       2       8         N/A (process not used)       6       24         TOTAL       25       100					8
Never (0%)         2         8           N/A (process not used)         6         24           TOTAL         25         100					
N/A (process not used) 6 24 TOTAL 25 100					8
<i>TOTAL</i> 25 100				6	
Emergency Department TOTAL 161				25	100
		Emers	gency Department TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	83	99.99
Evening Shift			
0 0	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
	TOTAL	12	99.99
Night Shift			
0 0	Sometimes (50%)	1	20
	Rarely (25%)	1	20
	Never (0%)	2	40
	N/A (process not used)	1	20
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	264	100.01
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
	TOTAL	31	100.01
Night Shift			
J. J	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
	TOTAL	156	100
I	ntensive Care Unit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	118	99.99
Evening Shift			
0	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
	TOTAL	29	100
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
	TOTAL	40	100
	Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	184	100.01
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
	TOTAL	61	100
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
	TOTAL	69	99.99
	<b>Medicine/Surgery TOTAL</b>	314	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	190	100
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
	TOTAL	48	99.99
Night Shift			
0 0	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
	TOTAL	51	99.99
Νι	ursing Home Care TOTAL	289	

**Observation Unit** 

Day Shift			
	Always (100%)	3	60
	Usually (75%)	1	20
	N/A (process not used)	1	20
	TOTAL	5	100
Night Shift			
0	Always (100%)	2	50
	Never (0%)	1	25
	N/A (process not used)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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**3a.** The previous shift charge nurse personally briefs the on-coming charge nurse **Other** 

Day Shift Always (100%) 81 21.32 Usually (75%) 6.84 26 Sometimes (50%) 4.47 17 Rarely (25%) 13 3.42 Never (0%) 9 2.37 N/A (process not used) 61.58 234 TOTAL 380 100 **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 TOTAL 100.01 36 Night Shift Always (100%) 19 55.88 Usually (75%) 5 14.71 Sometimes (50%) 2 5.88 Rarely (25%) 2 5.88 Never (0%) 2.94 1 N/A (process not used) 5 14.71 TOTAL 34 100 **Other TOTAL 45**0

Question/Work Area	Shift	Answer	Count	% of Total
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**3a.** The previous shift charge nurse personally briefs the on-coming charge nurse **Psychiatry** 

<not answered=""></not>			
	Sometimes (50%)	1	100
	TOTAL	1	100
Day Shift			
Duy Shiji	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
	TOTAL	180	100
Evening Shift			
Liening Shiji	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
	TOTAL	56	100
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
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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**3a.** The previous shift charge nurse personally briefs the on-coming charge nurse **Rehabilitation** 

Rendomitation	Day Shift			
	Duy Shiji	Always (100%)	18	72
		Usually (75%)	1	4
		Sometimes (50%)	1	4
		Rarely (25%)	1	4
		N/A (process not used)	4	16
		TOTAL	25	100
	Evening Shift			
	Litening Singe	Always (100%)	9	50
		Usually (75%)	3	16.67
		Sometimes (50%)	4	22.22
		N/A (process not used)	2	11.11
		TOTAL	18	100
	Night Shift			
		Always (100%)	7	70
		Usually (75%)	3	30
		TOTAL	10	100
		<b>Rehabilitation TOTAL</b>	53	
Spinal Cord Injury	Day Shift			
	Duy Shiji	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
		TOTAL	52	100.01
	Evening Shift			
	Liting 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
		TOTAL	20	100
	Night Shift			
	JJ	Always (100%)	3	33.33
		Usually (75%)	2	22.22
		Sometimes (50%)	2	22.22
			•	00.00
		N/A (process not used)	2	22.22

9

81

99.99

TOTAL

**Spinal Cord Injury TOTAL** 

Question/Work Area	Shift	Answer	Count	% of Total
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**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
TOTAL	45	100
Evening Shift		
Always (100%)	1	33.33
Usually (75%)	1	33.33
Never (0%)	1	33.33
TOTAL	3	99.99
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
TOTAL	19	100.01
Step-Down Care Unit TOTAL	67	
Ques 03a TOTAL	2448	

	Question/Work Area	Shift	Answer	Count	% of Total
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**3b.** A nurse from the previous shift briefs a nurse on the on-coming shift <**Not Answered**>

<not answered=""></not>		
Always (100%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	1	
<b>3b.</b> A nurse from the previous shift briefs a nurse on the on-coming shift <b>Emergency Department</b>		
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
TOTAL	108	100.01
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
TOTAL	28	100
Night Shift		
Always (100%)	16	64
Usually (75%)	4	16
Sometimes (50%)	3	12
Rarely (25%)	1	4
Never (0%)	1	4
TOTAL	25	100
Emergency Department TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	83	100
Evening Shift			
0 0	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
	TOTAL	12	99.98
Night Shift			
0 0	Always (100%)	2	40
	Usually (75%)	2	40
	Sometimes (50%)	1	20
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	264	100
Evening Shift			
0 0	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
	TOTAL	31	100
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
	TOTAL	156	100
Inte	ensive Care Unit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	118	100
Evening Shift			
0 0	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
	TOTAL	29	100.01
Night Shift			
0	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
	TOTAL	40	100
	Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	184	100
Evening Shift			
6 7	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
	TOTAL	61	100
Night Shift			
8 7	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
	TOTAL	69	100.01
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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3b. A nurse from the previous shift briefs a nurse on the on-coming shift
Nursing Home Care
Day Shift

Nu	rsing Home Care TOTAL	289	
	TOTAL	51	100
	N/A (process not used)	5	9.8
	Never (0%)	1	1.96
	Rarely (25%)	7	13.73
	Sometimes (50%)	4	7.84
	Usually (75%)	9	17.65
	Always (100%)	25	49.02
Night Shift			
	TOTAL	48	100.01
	N/A (process not used)	6	12.5
	Never (0%)	5	10.42
	Rarely (25%)	7	14.58
	Sometimes (50%)	2	4.1
	Usually (75%)	5	10.42
8	Always (100%)	23	47.9
Evening Shift			
	TOTAL	190	10
	N/A (process not used)	23	12.1
	Never (0%)	7	3.68
	Rarely (25%)	21	11.0
	Sometimes (50%)	27	14.2
	Usually (75%)	22	11.5
	Always (100%)	90	47.3

**Observation Unit** 

Day Shift			
2 0	Always (100%)	5	100
	TOTAL	5	100
Night Shift			
	Always (100%)	2	50
	Usually (75%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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**3b.** A nurse from the previous shift briefs a nurse on the on-coming shift Other
Day Shift

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
	TOTAL	380	100.01
Evening Shift			
0 0	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
	TOTAL	36	100
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
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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**3b.** A nurse from the previous shift briefs a nurse on the on-coming shift **Psychiatry** 

<not answered=""></not>			
	Sometimes (50%)	1	100
	TOTAL	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
	TOTAL	180	100
Evening Shift			
0	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
	TOTAL	56	100.01
Night Shift			
0	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
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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Rehabilitation				
	Day Shift			
	2 0	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
		TOTAL	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
		TOTAL	18	100.01
	Night Shift		-	
	Night Shiji	Always (100%)	8	80
		Usually (75%)	1	10
		Sometimes (50%)	1	10
		TOTAL	10	100
				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%)	4 6	11.54
		Never (0%)	1	1.92
		N/A (process not used)	6	11.54
		TOTAL	52	100
		IOIAL	52	100
	Evening Shift		<u> </u>	
		Always (100%)	9	45
		Usually (75%)	3	15
		Sometimes (50%)	2	10
		Rarely (25%)	1	5
		Never (0%)	3	15

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

2

20

6

3

9

81

10

100

66.67

33.33

100

Night Shift

N/A (process not used)

**Spinal Cord Injury TOTAL** 

TOTAL

TOTAL

Always (100%)

Usually (75%)

Question/Work Area	Shift	Answer	Count	% of Total
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**3b.** A nurse from the previous shift briefs a nurse on the on-coming shift **Step-Down Care Unit** 

Day Shift		
Always (10	0%) 34	75.56
Usually (7	(5%) 2	4.44
Sometimes (5	50%) 4	8.89
Never	(0%) 2	4.44
N/A (process not u	sed) 3	6.67
TO	TAL 45	100
Evening Shift		
Always (10	0%) 3	100
TO	<i>TAL</i> 3	100
Night Shift		
Always (10	0%) 13	68.42
Usually (7	(5%) 3	15.79
Sometimes (5	50%) 1	5.26
Rarely (2	25%) 2	10.53
TO	TAL 19	100
Step-Down Care Unit TOT	AL 67	
Ques 03b TOT.	AL 2448	

Question/work Area Shiji Answer Count 70 oj 100	Question/Work Area	Shift	Answer	Count	% of Tota
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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 <<u>Not Answered</u>>

<not answered=""></not>		
N/A (process not used)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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			
<i>U</i> 0	Always (100%)	29	26.85
	Usually (75%)	21	19.44
Sc	ometimes (50%)	12	11.11
	Rarely (25%)	18	16.67
	Never (0%)	9	8.33
N/A (pr	ocess not used)	19	17.59
	TOTAL	108	99.99
Evening Shift			
	Always (100%)	6	21.43
	Usually (75%)	4	14.29
Sc	ometimes (50%)	3	10.71
	Rarely (25%)	6	21.43
	Never (0%)	4	14.29
N/A (pr	ocess not used)	5	17.86
	TOTAL	28	100.01
Night Shift			
	Always (100%)	8	32
	Usually (75%)	2	8
Sc	ometimes (50%)	1	4
	Rarely (25%)	5	20
	Never (0%)	5	20
N/A (pr	ocess not used)	4	16
	TOTAL	25	100
<b>Emergency Depart</b>	ment TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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**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			
<i>v v</i>	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
	TOTAL	83	100
Evening Shift			
0 0	Always (100%)	2	16.67
	Never (0%)	6	50
	N/A (process not used)	4	33.33
	TOTAL	12	100
Night Shift			
8 9	Rarely (25%)	1	20
	Never (0%)	4	80
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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**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			
Al	ways (100%)	51	19.32
l	Jsually (75%)	11	4.17
Som	etimes (50%)	19	7.2
	Rarely (25%)	31	11.74
	Never (0%)	60	22.73
N/A (proce	ess not used)	92	34.85
	TOTAL	264	100.01
Evening Shift			
	ways (100%)	8	25.81
l	Jsually (75%)	1	3.23
Som	etimes (50%)	4	12.9
	Rarely (25%)	1	3.23
	Never (0%)	12	38.71
N/A (proce	ess not used)	5	16.13
	TOTAL	31	100.01
Night Shift			
Al	ways (100%)	19	12.18
l	Jsually (75%)	11	7.05
Som	etimes (50%)	10	6.41
	Rarely (25%)	23	14.74
	Never (0%)	48	30.77
N/A (proce	ess not used)	45	28.85
	TOTAL	156	100
Intensive Care Ur	nit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	118	100.01
Evening Shift			
0 0	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
	TOTAL	29	100
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
	TOTAL	40	100
	<b>Medicine TOTAL</b>	187	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	184	100
Evening Shift			
0	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
	TOTAL	61	100
Night Shift			
0	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
	TOTAL	69	100
]	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	190	99.99
Evening Shif	ît.		
	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
	TOTAL	48	99.99
Night Shift			
ingni Shiji	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
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
Observation Unit			
Day Shift			
Duy Shiji	Always (100%)	3	60

	Always (100%)	3	60
	Never (0%)	1	20
	N/A (process not used)	1	20
	TOTAL	5	100
Night Shift			
с <b>і</b>	Always (100%)	2	50
	Sometimes (50%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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**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	4.2
	Sometimes (50%)	13	3.42
	Rarely (25%)	12	3.16
	Never (0%)	44	11.58
	N/A (process not used)	254	66.84
	TOTAL	380	100
Evening Shift			
0	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
	TOTAL	36	100
Night Shift			
	Always (100%)	8	23.53
	Usually (75%)	3	8.82
	Sometimes (50%)	1	2.94
	Rarely (25%)	4	11.70
	Never (0%)	8	23.5
	N/A (process not used)	10	29.4
	TOTAL	34	99.9
	<b>Other TOTAL</b>	450	

Question/Work Area	Shift	Answer	Count	% of Total
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**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** 

	Psychiatry TOTAL	285	20.0
	TOTAL	48	99.9
	N/A (process not used)	6	12
	Rarely (25%) Never (0%)	10 15	20.8
	· · ,	7 10	20.8
	Usually (75%) Sometimes (50%)	3 7	o.2 14.5
	,	3	6.2
Night Shift	Always (100%)	7	14.5
N. 1 ( C1 'C	TOTAL	20	
	TOTAL	5 56	10.0
	N/A (process not used)	9	16.0
	Never (0%)	9 6	10.0
	Sometimes (50%) Rarely (25%)	9	ے 16.0
	Usually (75%)	10 7	17.8 12
	Always (100%)	15	26.7
Evening Shift	Always (100%)	45	<u> </u>
<b>F 1 61.16</b>	TOTAL	180	99.3
	TOTAL	43 180	23.0 99.9
	Never (0%) N/A (process not used)	43	23.8
	Rarely (25%)	18 27	
	Sometimes (50%)	15	8.3
	Usually (75%)	17	9.4
	Always (100%)	60	33.3
Day Shift			
	TOTAL	1	10
	Never (0%)	1	1(
<not answered=""></not>			

Question/Work Area	Shift	Answer	Count	% of Total
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**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			
5 5	Always (100%)	12	48
	Usually (75%)	4	16
	Sometimes (50%)	2	8
	Rarely (25%)	4	16
	N/A (process not used)	3	12
	TOTAL	25	100
Evening Shift			
0 0	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
	TOTAL	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
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	

Question/Work Area	Shift	Answer	Count	% of Total
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**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** 

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
TOTAL	52	100.01
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
TOTAL	20	100
Always (100%)	4	44.44
Usually (75%)	4	44.44
Rarely (25%)	1	11.11
TOTAL	9	99.99
nal Cord Injury TOTAL	81	
	Sometimes (50%) Rarely (25%) Never (0%) N/A (process not used) <i>TOTAL</i> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) N/A (process not used) <i>TOTAL</i> Always (100%) Usually (75%) Rarely (25%) <i>TOTAL</i>	Sometimes (50%)         5           Rarely (25%)         12           Never (0%)         6           N/A (process not used)         7           TOTAL         52           Always (100%)         7           Usually (75%)         1           Sometimes (50%)         6           Rarely (25%)         1           Never (0%)         3           N/A (process not used)         2           TOTAL         20           Always (100%)         4           Usually (75%)         4           Rarely (25%)         1           TOTAL         20

Question/Work Area	Shift	Answer	Count	% of Total
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**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** 

	Ques 03c TOTAL	2448	
Step-Do	wn Care Unit TOTAL	67	
	TOTAL	19	99.
	N/A (process not used)	4	21.
	Never (0%)	4	21.
	Rarely (25%)	4	21.
	Sometimes (50%)	1	5.
	Usually (75%)	3	15.
6 9	Always (100%)	3	15.
Night Shift			
	TOTAL	3	99.
	Never (0%)	1	33
	Sometimes (50%)	1	33.
5 <b>i</b>	Always (100%)	1	33.
Evening Shift			
	TOTAL	45	100
	N/A (process not used)	14	31.
	Never (0%)	12	26.
	Rarely (25%)	3	6.
	Sometimes (50%)	3	6
	Usually (75%)	3	6
	Always (100%)	10	22

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming shift

<Not Answered>

N/A (process not used)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	1	

**3d.** The previous shift charge nurse tape records patient care information for the oncoming shift

**Emergency Department** 

Day Shift		
Never (0%)	40	37.04
N/A (process not used)	68	62.96
TOTAL	108	100
Evening Shift		
Always (100%)	1	3.57
Never (0%)	12	42.86
N/A (process not used)	15	53.57
TOTAL	28	100
Night Shift		
Always (100%)	1	4
Never (0%)	10	40
N/A (process not used)	14	56
TOTAL	25	100
<b>Emergency Department TOTAL</b>	161	

**General Surgery** 

Dav Shift

Duy Ship			
	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
	TOTAL	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
	TOTAL	12	100
Night Shift			
0	Never (0%)	5	100
	TOTAL	5	100
	<b>General Surgery TOTAL</b>	100	

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming shift

**Intensive Care Unit** 

Day Shift 7.58 Always (100%) 20 Usually (75%) 7 2.65 Sometimes (50%) 8 3.03 Rarely (25%) 5.68 15 Never (0%) 88 33.33 N/A (process not used) 126 47.73 TOTAL 264 100 **Evening** Shift Always (100%) 5 16.13 Sometimes (50%) 3.23 1 Rarely (25%) 1 3.23 Never (0%) 20 64.52 N/A (process not used) 4 12.9 TOTAL 31 100.01 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 TOTAL 156 100 **Intensive Care Unit TOTAL** 451

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming shift

Medicine

	Rarely (25%)	7	5.9
	Never (0%)	32	27.1
	N/A (process not used)	35	29.6
	TOTAL	118	1
Evening Shift			
0 0	Always (100%)	12	41.3
	Sometimes (50%)	3	10.
	Rarely (25%)	1	3.4
	Never (0%)	5	17.
	N/A (process not used)	8	27.
	TOTAL	29	1
Night Shift			
0	Always (100%)	8	:
	Usually (75%)	3	7
	Sometimes (50%)	1	2
	Rarely (25%)	2	
	Never (0%)	13	32
	NI/A (process pot used)	13	32
	N/A (process not used)	15	01
	TOTAL	40	1

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming 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
	TOTAL	184	100
Evening Shift			
0 0	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
	TOTAL	61	100
Night Shift			
0	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
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming shift

**Nursing Home Care** 

**Observation Unit** 

are			
	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
	TOTAL	190	100
	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
	TOTAL	48	100
	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
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
	Day Shift		10
	Never (0%)	2	40
	N/A (process not used)	3	60
	TOTAL	5	100

Always (100%)

**Observation Unit TOTAL** 

Rarely (25%)

Never (0%)

TOTAL

1

1

2

4

9

25

25

50

100

Night Shift

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming shift

Other

Day Shift			
2 0	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
	TOTAL	380	100.01
Evening Shift			
0 0	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
	TOTAL	36	100
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
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming shift

Psychiatry

<not answered=""></not>			
	Always (100%)	1	100
	TOTAL	1	100
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
	TOTAL	180	100
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
	TOTAL	56	100.01
Night Shift			
0 0	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
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming 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
	TOTAL	25	100
Evening Shift			
0 0	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
	TOTAL	18	100.01
Night Shift			
0 0	Always (100%)	4	40
	Never (0%)	2	20
	N/A (process not used)	4	40
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	

Question/Work Area	Shift	Answer	Count	% of Total
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**3d.** The previous shift charge nurse tape records patient care information for the oncoming 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
TOTAL	52	99.99
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
TOTAL	20	100
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
TOTAL	9	99.99
Spinal Cord Injury TOTAL	81	

**Step-Down Care Unit** 

Day Shift

Day Shiji			
	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
	TOTAL	45	99.99
Evening Sh	ift		
0	Never (0%)	3	100
	TOTAL	3	100
Night Shift			
0	Always (100%)	1	5.26
	Usually (75%)	2	10.53
	Never (0%)	7	36.84
	N/A (process not used)	9	47.37
	TOTAL	19	100
	Step-Down Care Unit TOTAL	67	
	Ques 03d TOTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total

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>

100	1	N/A (process not used)	
100	1	TOTAL	
	1	<not answered=""> TOTAL</not>	

**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			
2	Never (0%)	39	36.11
N/A (p	rocess not used)	69	63.89
	TOTAL	108	100
Evening Shift			
	Always (100%)	1	3.57
	Never (0%)	12	42.86
N/A (p	rocess not used)	15	53.57
	TOTAL	28	100
Night Shift			
	Always (100%)	2	8
	Never (0%)	10	40
N/A (p	rocess not used)	13	52
	TOTAL	25	100
<b>Emergency Depar</b>	tment TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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**3e.** A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

**General Surgery** 

	Usually (75%)	6	7.23
	Sometimes (50%)	3	3.6
	Rarely (25%)	2	2.4
	Never (0%)	12	14.40
	N/A (process not used)	39	46.99
	TOTAL	83	10
Evening Shift			
0 0	Always (100%)	7	58.3
	Sometimes (50%)	1	8.3
	Never (0%)	1	8.3
	N/A (process not used)	3	2
	TOTAL	12	99.9
Night Shift			
0	Always (100%)	2	4
	Usually (75%)	1	2
	Sometimes (50%)	1	2
	Never (0%)	1	2
	TOTAL	5	10

Question/Work Area	Shift	Answer	Count	% of Total
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**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%) 4.17 11 Rarely (25%) 22 8.33 Never (0%) 78 29.55 N/A (process not used) 104 39.39 TOTAL 264 100 **Evening** Shift 22.58 Always (100%) 7 Usually (75%) 3.23 1 Sometimes (50%) 1 3.23 Rarely (25%) 3 9.68 Never (0%) 16 51.61 N/A (process not used) 3 9.68 TOTAL 31 100.01 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 TOTAL 156 100.01 **Intensive Care Unit TOTAL** 451

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	118	100
Evening Shift			
0 0	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
	TOTAL	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
	TOTAL	40	100
	<b>Medicine TOTAL</b>	187	

Question/Work Area	Shift	Answer	Count	% of Total
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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 TOTAL 184 100 **Evening** Shift 36.07 Always (100%) 22 Usually (75%) 11.48 7 Sometimes (50%) 3 4.92 Rarely (25%) 1.64 1 Never (0%) 10 16.39 N/A (process not used) 18 29.51 TOTAL 61 100.01 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 TOTAL 69 100 **Medicine/Surgery TOTAL** 314

Question/work Area Shiji Answer Count % 0/ 100	Question/Work Area	Shift	Answer	Count	% of Tota
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**3e.** A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift

**Nursing Home Care** 

Nursing nome 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
	TOTAL	190	100
	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
	TOTAL	48	100
	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
	TOTAL	51	100
			100
	Nursing Home Care TOTAL	289	
<b>Observation Unit</b>			
	Day Shift		
	Never (0%)	2	40
	N/A (process not used)	3	60
	TOTAL	5	100
	Night Shift		
	Always (100%)	1	25
	Sometimes (50%)	1	25
	Never (0%)	2	50
	TOTAL	4	100
	TOTAL	-	100

**Observation Unit TOTAL** 9

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	380	100
Evening Shift			
0 0	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
	TOTAL	36	100
Night Shift			
0 0	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
	TOTAL	34	100
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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**3e.** A staff nurse or staff nurses of the previous shift tape records patient care information for the on-coming shift **Psychiatry** 

<not answered=""></not>			
	Usually (75%)	1	100
	TOTAL	1	100
Day Shift			
2 0	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
	TOTAL	180	100.01
Evening Shift			
8	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
	TOTAL	56	100
Night Shift			
0 0	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
	TOTAL	48	99.99
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	25	100
Evening Shift			
<b>.</b>	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
	TOTAL	18	100.01
Night Shift			
0	Always (100%)	5	50
	Never (0%)	1	10
	N/A (process not used)	4	40
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	

Question/Work Area	Shift	Answer	Count	% of Total
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**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%) 1.92 1 Rarely (25%) 12 23.08 Never (0%) 9 17.31 N/A (process not used) 14 26.92 TOTAL 52 100 **Evening** Shift Always (100%) 2 10 Usually (75%) 5 1 Rarely (25%) 5 25 Never (0%) 4 20 N/A (process not used) 8 40 TOTAL 20 100 Night Shift Always (100%) 1 11.11 Usually (75%) 11.11 1 Sometimes (50%) 33.33 3 Rarely (25%) 1 11.11 N/A (process not used) 3 33.33 TOTAL 9 99.99 **Spinal Cord Injury TOTAL** 81

Question/Work Area	Shift	Answer	Count	% of Total
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**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%) 4.44 2 Rarely (25%) 3 6.67 Never (0%) 11 24.44 N/A (process not used) 19 42.22 TOTAL 45 99.99 **Evening** Shift Always (100%) 33.33 1 Never (0%) 66.67 2 TOTAL 3 100 Night Shift 2 Always (100%) 10.53 Usually (75%) 1 5.26 Rarely (25%) 3 15.79 Never (0%) 5 26.32 N/A (process not used) 8 42.11 100.01 TOTAL 19 **Step-Down Care Unit TOTAL** 67 Ques 03e TOTAL *2448* 

Question/Work Area	Shift	Answer	Count	% of Total
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**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
TOTAL	1	100
<not answered=""> TOTAL</not>	1	

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

**Emergency Department** 

Day Shift		
Always (10	00%) 4	3.7
Usually (	75%) 2	1.85
Sometimes (	50%) 3	2.78
Rarely (2	25%) 1	0.93
Never	(0%) 32	29.63
N/A (process not u	used) 66	61.11
ТО	0TAL 108	100
Evening Shift		
Always (10	00%) 4	14.29
Usually (	75%) 1	3.57
Sometimes (	50%) 1	3.57
Rarely (2	25%) 2	7.14
Never	(0%) 8	28.57
N/A (process not u	used) 12	42.86
ТО	<i>TAL</i> 28	100
Night Shift		
Usually (	75%) 1	4
Sometimes (	50%) 1	4
Never	(0%) 11	44
N/A (process not u	used) 12	48
ТО	<i>TAL</i> 25	100
<b>Emergency Department TO1</b>	TAL 161	

Question/Work Area	Shift	Answer	Count	% of Total
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**3f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information** 

**General Surgery** 

Day Shift			
<i>v v</i>	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
	TOTAL	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
	TOTAL	12	100
Night Shift			
0	Always (100%)	1	20
	Rarely (25%)	1	20
	Never (0%)	2	40
	N/A (process not used)	1	20
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	264	100.02
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
	TOTAL	31	100.01
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
	TOTAL	156	100
Intensive Ca	are Unit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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**3f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information** 

Medicine

Day Shift Always (100%) 37.29 44 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 TOTAL 118 100 **Evening** Shift 7 Always (100%) 24.14 Usually (75%) 8 27.59 Sometimes (50%) 2 6.9 Rarely (25%) 3.45 1 Never (0%) 4 13.79 N/A (process not used) 7 24.14 TOTAL 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 TOTAL 40 100 **Medicine TOTAL** 187

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	184	99.99
Evening Shift			
0 0	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
	TOTAL	61	100
Night Shift			
0 0	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
	TOTAL	69	99.99
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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3f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care
information

**Nursing Home Care** 

**Observation Unit** 

16			
	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
	TOTAL	190	99.99
	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
	TOTAL	48	99.99
	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
	TOTAL	51	99.99
	Nursing Home Care TOTAL	289	
	Day Shift	-	
	Always (100%)	2	40

	Never (0%)	2	40
	N/A (process not used)	1	20
	TOTAL	5	100
Night Shift			
0 0	Never (0%)	2	50
	N/A (process not used)	2	50
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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**3f.** Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information

Other

Day Shift Always (100%) 7.11 27 Usually (75%) 19 5 Sometimes (50%) 2.11 8 Rarely (25%) 9 2.37 Never (0%) 36 9.47 N/A (process not used) 281 73.95 TOTAL 380 100.01 **Evening** Shift 8 22.22 Always (100%) Usually (75%) 3 8.33 Sometimes (50%) 5 13.89 Rarely (25%) 1 2.78 7 Never (0%) 19.44 N/A (process not used) 12 33.33 TOTAL 36 99.99 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 TOTAL 34 100 **Other TOTAL** 450

Question/Work Area	Shift	Answer	Count	% of Total
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**3f. Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information** 

Psychiatry

<not answered=""></not>			
	Never (0%)	1	100
	TOTAL	1	100
Day Shift			
5 5	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
	TOTAL	180	100.02
Evening Shift			
0 0	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
	TOTAL	56	100.01
Night Shift			
0	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
	TOTAL	48	99.98
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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**3f.** Oncoming staff nurse uses the DHCP "End of Shift" report to obtain patient care information

Rehabilitation

Day Shift			
<i>v v</i>	Always (100%)	14	56
	Sometimes (50%)	1	4
	Never (0%)	3	12
	N/A (process not used)	7	28
	TOTAL	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
	TOTAL	18	99.99
Night Shift			
	Always (100%)	3	30
	Usually (75%)	3	30
	Never (0%)	1	10
	N/A (process not used)	3	30
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	52	100.01
Evening Shift	<u>,</u>		
0	Always (100%)	9	45
	Usually (75%)	1	5
	Never (0%)	4	20
	N/A (process not used)	6	30
	TOTAL	20	100
Night Shift			
0	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
	TOTAL	9	99.99
	Spinal Cord Injury TOTAL	81	

Question/Work Area	Shift	Answer	Count	% of Total
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**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%) 6.67 3 Rarely (25%) 4 8.89 Never (0%) 8 17.78 N/A (process not used) 15 33.33 TOTAL 45 100 **Evening** Shift Usually (75%) 33.33 1 Never (0%) 66.67 2 TOTAL 3 100 Night Shift Usually (75%) 4 21.05 Sometimes (50%) 3 15.79 Rarely (25%) 5.26 1 Never (0%) 5 26.32 N/A (process not used) 6 31.58 TOTAL 19 100 **Step-Down Care Unit TOTAL** 67 Ques 03f TOTAL *2448* 

Juestion/Work Area	Shift	Answer	Count	% of Tota
3. Please identify the hand	d-off processes that are u	sed in your work are	ea (cont.)	
3g. Use other hand-off pro <not answered=""></not>	cess not listed above			
	<not answered=""></not>			
		N/A (process not used)	1	100
		TOTAL	1	100
	<	Not Answered> TOTAL	1	
3g. Use other hand-off pro	cess not listed above			
Emergency Department				
	Day Shift	41 (1000()		o <b>-</b>
		Always (100%)	4	3.7
		Usually (75%) Sometimes (50%)	3 7	2.78
		Rarely (25%)	2	6.48 1.85
		Never (0%)	15	13.89
		N/A (process not used)	77	71.3
		TOTAL	108	100
	Evening Shift	101112	100	
	Evening Shiji	Always (100%)	5	17.86
		Sometimes (50%)	1	3.57
		Never (0%)	7	25
		N/A (process not used)	15	53.57
		TOTAL	28	100
	Night Shift			
	ingin Dingi	Rarely (25%)	2	8
		Never (0%)	5	20
		N/A (process not used)	18	72
		TOTAL	25	100
	Emerge	ncy Department TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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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) TOTAL	31 <i>8</i> 3	37.35 100
		TOTAL	03	100
	Evening Shift	Comptimes (E00()	1	0.22
		Sometimes (50%) Never (0%)	1 3	8.33 25
		N/A (process not used)	8	66.67
		TOTAL	12	100
	Miald Chifd	TOTAL		100
	Night Shift	Usually (75%)	1	20
		Never (0%)	3	60
		N/A (process not used)	1	20
		TOTAL	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
		TOTAL	264	100
	Evening Shift			
		Always (100%)	6	19.35
		Sometimes (50%)	2	6.45
		Rarely (25%)	3 9	9.68 29.03
		Never (0%)	9 11	29.03 35.48
		N/A (process not used) TOTAL	31	99.99
		TOTAL	01	33.33
	Night Shift	(100)	10	0.22
		Always (100%) Usually (75%)	13 6	8.33 3.85
		Sometimes (50%)	6 7	3.85 4.49
		Rarely (25%)	, 11	4.49 7.05
		Never (0%)	33	21.15
		N/A (process not used)	86	55.13
		TOTAL	156	100

Question/Work Area	Shift	Answer	Count	% of Total
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3g. Use other hand-off pr	ocess not listed above
Medicine	
	Day Shift

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
	TOTAL	118	100
Evening Shift			
0 0	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
	TOTAL	29	100
Night Shift			
0	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
	TOTAL	40	100
	Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
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3g. Use other hand-off proces	s not listed above
Medicine/Surgery	
	Day Shift

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
	TOTAL	184	100
Evening Shift			
0 0	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
	TOTAL	61	100.01
Night Shift			
0	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
	TOTAL	69	99.99
	<b>Medicine/Surgery TOTAL</b>	314	

Question/Work Area	Shift A	Answer	Count	% of Total
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<b>3g. Use other hand-off process not listed abov</b> <b>Nursing Home Care</b>	ve		
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
	TOTAL	190	100
Evening Sh	ift		
	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
	TOTAL	48	100
Night Shift			
night Shiji	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
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
Observation Unit			
Day Shift			
	Sometimes (50%)	1	20
	N/A (process not used)	4	80
	TOTAL	5	100
Night Shift			
	Never (0%)	2	50
	N/A (process not used)	2	50
	TOTAL	4	100

**Observation Unit TOTAL** 9

Question/Work Area	Shift	Answer	Count	% of Total
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<b>3g.</b> 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
	TOTAL	380	99.99
Evening Shift			
0 0	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
	TOTAL	36	100
Night Shift			
0	Always (100%)	3	8.82
	Usually (75%)	2	5.88
	Usually (7576)	2	5.00
	Sometimes (50%)	2	5.88
	Sometimes (50%)	_	
	,	2	5.88
	Sometimes (50%) Rarely (25%)	2 1	5.88 2.94
	Sometimes (50%) Rarely (25%) Never (0%)	2 1 7	5.88 2.94 20.59

Question/Work Area	Shift	Answer	Count	% of Total
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3g. Use other hand-off process not	listed above
Psychiatry	

<not answered=""></not>			
	Sometimes (50%)	1	100
	TOTAL	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
	TOTAL	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
	TOTAL	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
	TOTAL	48	100.01
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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<b>3g. Use other hand-off process</b> <b>Rehabilitation</b>	not listed above			
	Day Shift			
	Duy Shiji	Always (100%)	5	20
		Usually (75%)	2	8
		Sometimes (50%)	1	4
		Never (0%)	3	12
		N/A (process not used)	14	56
		TOTAL	25	100
	Evening Shift			
	Broning Shiji	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
		TOTAL	18	100.01
	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
		" TOTAL	10	100
		<b>Rehabilitation TOTAL</b>	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
	TOTAL	52	100
Evening Shift			
0 0	Always (100%)	1	5
	Rarely (25%)	2	10
	Never (0%)	3	15
	N/A (process not used)	14	70
	TOTAL	20	100
Night Shift			
8 9	Never (0%)	3	33.33
	N/A (process not used)	6	66.67
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	

Question/Work Area	Shift	Answer	Count	% of Total
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3g. Use other hand-off process not listed above Step-Down Care Unit

Day Shift			
<i>v v</i>	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
	TOTAL	45	99.99
Evening Shift			
	Never (0%)	2	66.67
	N/A (process not used)	1	33.33
	TOTAL	3	100
Night Shift			
0	Sometimes (50%)	1	5.26
	Rarely (25%)	4	21.05
	Never (0%)	2	10.53
	N/A (process not used)	12	63.16
	TOTAL	19	100
Step-Do	own Care Unit TOTAL	67	
	Ques 03g TOTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total
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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? <<u>Not Answered</u>>

<not answered=""></not>		
Usually (75%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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			
р Д	lways (100%)	65	60.19
	Usually (75%)	24	22.22
Son	netimes (50%)	7	6.48
	Rarely (25%)	4	3.7
	Never (0%)	8	7.41
	TOTAL	108	100
Evening Shift			
0	lways (100%)	15	53.57
	Usually (75%)	5	17.86
Son	netimes (50%)	3	10.71
	Rarely (25%)	4	14.29
	Never (0%)	1	3.57
	TOTAL	28	100
Night Shift			
0	lways (100%)	16	64
	Usually (75%)	3	12
Son	netimes (50%)	3	12
	Never (0%)	3	12
	TOTAL	25	100
<b>Emergency Departm</b>	ent TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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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

General Surgery	Day Shift		
	Duy Shiji 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
	TOTAL	83	100
	Evening Shift		
	Always (100%)	7	58.33
	Usually (75%)	1	8.33
	Sometimes (50%)	2	16.67
	Never (0%)	2	16.67
	TOTAL	12	100
	Night Shift		
	Always (100%)	2	40
	Usually (75%)	3	60
	TOTAL	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
	TOTAL	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
	TOTAL	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
	TOTAL	156	100.01
	Intensive Care Unit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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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

Day Shift			
2 0	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
	TOTAL	118	100
Evening Shift			
0 0	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
	TOTAL	29	100.01
Night Shift			
0	Always (100%)	24	60
	Usually (75%)	8	20
	Rarely (25%)	1	2.5
	Never (0%)	7	17.5
	TOTAL	40	100
	<b>Medicine TOTAL</b>	187	

Question/Work Area	Shift	Answer	Count	% of Total
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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			
2 0	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
	TOTAL	184	100
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
	TOTAL	61	100
Night Shift			
0	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
	TOTAL	69	100.01
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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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.) Nursing Home Care

Turbing Home Cure			
	Day Shift	407	00.04
	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
	TOTAL	190	100
	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
	TOTAL	48	100
	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
	TOTAL	51	99.99
	Nursing Home Care TOTAL	289	
	Nursing Home Care TOTAL	203	
<b>Observation Unit</b>			
	Day Shift		
	Always (100%)	2	40
	Usually (75%)	3	60
	TOTAL	5	100
	Night Shift		
	Always (100%)	2	50
	Rarely (25%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	Observation Unit TOTAL	9	
	Observation Unit TOTAL	3	

Question/Work Area	Shift	Answer	Count	% of Total
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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			
5 5	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
	TOTAL	380	100
Evening Shift			
0 0	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
	TOTAL	36	100
Night Shift			
	Always (100%)	20	58.82
	Usually (75%)	8	23.53
	Sometimes (50%)	2	5.88
	Never (0%)	4	11.76
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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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=""></not>			
	Always (100%)	1	100
	TOTAL	1	100
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
	TOTAL	180	100
Evening Shift			
8 9	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
	TOTAL	56	99.99
Night Shift			
0 0	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
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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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

Kenadilitation				
	Day Shift	A human (1000()	10	70
		Always (100%)	19	76
	6	Usually (75%)	2	8
	501	metimes (50%) Rarely (25%)	1	4 12
			3 25	12
		TOTAL	25	100
	Evening Shift		_	
	1	Always (100%)	8	44.44
		Usually (75%)	3	16.67
	Sor	metimes (50%)	6	33.33
		Rarely (25%)	1	5.56
		TOTAL	18	100
	Night Shift			
		Always (100%)	8	80
		Usually (75%)	1	10
		Rarely (25%)	1	10
		TOTAL	10	100
	Rehabilita	tion TOTAL	53	
Spinal Cord Injury				
Spinar Coru injury	Day Shift			
		Always (100%)	33	63.46
	,	Usually (75%)	10	19.23
	Sor	metimes (50%)	5	9.62
		Rarely (25%)	3	5.77
		Never (0%)	1	1.92
		TOTAL	52	100
	Energian Cliff	TOTAL	0-	
	Evening Shift	Always (100%)	14	70
	,	Usually (75%)	2	10
	Sor	metimes (50%)	2	10
		Rarely (25%)	1	5
		Never (0%)	1	5
		TOTAL	20	100
		TOTAL	20	100
	Night Shift		C	66.07
	,	Always (100%)	6	66.67
	0	Usually (75%)	2	22.22 11.11
	Sor	metimes (50%)	1	
		TOTAL	9	100
	Spinal Cord In		81	

Question/Work Area	Shift	Answer	Count	% of Total
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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
TOTAL	45	99.99
Evening Shift		
Always (100%)	2	66.67
Never (0%)	1	33.33
TOTAL	3	100
Night Shift		
Always (100%)	10	52.63
Usually (75%)	6	31.58
Sometimes (50%)	1	5.26
Never (0%)	2	10.53
TOTAL	19	100
Step-Down Care Unit TOTAL	67	
Ques 04 TOTAL	2448	

Question/Work Area	Shift An	ıswer	Count	% of Tota
Q5. How much time is dev <not answered=""></not>	oted to the hand-off process?			
	<not answered=""></not>			
		15 minutes	1	100
		TOTAL	1	100
	<not answered:<="" td=""><td>&gt; TOTAL</td><td>1</td><td></td></not>	> TOTAL	1	
Q5. How much time is dev Emergency Department	oted to the hand-off process?			
Emergency Department	Day Shift			
		15 minutes	72	66.67
		30 minutes	30	27.78
		46 - 1 hour	1	0.93
		Other	3	2.78
		None	2	1.85
		TOTAL	108	100.01
	Evening Shift			
	Evening Shift	15 minutes	13	46.43
		30 minutes	13	40.43 50
	10 -	None	1	3.57
		TOTAL	28	100
		TOTAL	20	100
	Night Shift	45	10	0.4
		15 minutes	16	64
	16 -	30 minutes	7	28
		46 - 1 hour	1	4
		Other	1	4
	Enverse Deversion	TOTAL	25	100
	Emergency Departmen	it IOIAL	161	
General Surgery	Day Shift			
		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
		TOTAL	83	99.99
	Evening Shift			
		15 minutes	3	25
		30 minutes	8	66.67
		45 minutes	1	8.33
		TOTAL	12	100
	Night Shift			
		30 minutes	5	100
	10 -	TOTAL	5	100
	Concred Surger			100
	General Surger	y IOIAL	100	

Night Shift Intensive Ca Medicine Day Shift	1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes 31 - 45 minutes Other None <i>TOTAL</i> <b>re Unit TOTAL</b>	68 188 7 1 264 12 16 1 2 31 52 98 4 1 1 156	25.76 71.21 2.65 0.38 100 38.71 51.61 3.23 6.45 100 33.33 62.82 2.56 0.64 0.64
Day Shift Evening Shift Night Shift Intensive C: Medicine Day Shift	16 - 30 minutes 31 - 45 minutes Other <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	188 7 1 264 12 16 1 2 31 52 98 4 1 1 156	71.21 2.65 0.38 100 38.71 51.61 3.23 6.45 100 33.33 62.82 2.56 0.64
Evening Shift Night Shift Intensive Ca Medicine Day Shift	16 - 30 minutes 31 - 45 minutes Other <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	188 7 1 264 12 16 1 2 31 52 98 4 1 1 156	71.21 2.65 0.38 100 38.71 51.61 3.23 6.45 100 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	16 - 30 minutes 31 - 45 minutes Other <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	188 7 1 264 12 16 1 2 31 52 98 4 1 1 156	71.21 2.65 0.38 100 38.71 51.61 3.23 6.45 100 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	31 - 45 minutes Other <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	7 1 264 12 16 1 2 31 52 98 4 1 1 156	2.65 0.38 100 38.71 51.61 3.23 6.45 100 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	Other <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	1 264 12 16 1 2 31 52 98 4 1 1 156	0.38 100 38.71 51.61 3.23 6.45 100 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	<i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	264 12 16 1 2 31 52 98 4 1 1 156	100 38.71 51.61 3.23 6.45 100 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	1 - 15 minutes 16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	12 16 1 2 31 52 98 4 1 1 156	38.71 51.61 3.23 6.45 <i>100</i> 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	16 1 2 31 52 98 4 1 1 156	51.61 3.23 6.45 <i>100</i> 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	16 - 30 minutes Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	16 1 2 31 52 98 4 1 1 156	51.61 3.23 6.45 <i>100</i> 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	Greater than 1 hour None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	1 2 31 52 98 4 1 1 156	3.23 6.45 <i>100</i> 33.33 62.82 2.56 0.64
Night Shift Intensive Ca Medicine Day Shift	None <i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	2 31 52 98 4 1 1 156	6.45 100 33.33 62.82 2.56 0.64
Intensive Ca Medicine Day Shift	<i>TOTAL</i> 1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	31 52 98 4 1 1 156	100 33.33 62.82 2.56 0.64
Intensive Ca Medicine Day Shift	1 - 15 minutes 16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	52 98 4 1 1 156	33.33 62.82 2.56 0.64
Intensive Ca Medicine Day Shift	16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	98 4 1 1 156	62.82 2.56 0.64
Medicine Day Shift	16 - 30 minutes 31 - 45 minutes Other None <i>TOTAL</i>	98 4 1 1 156	62.82 2.56 0.64
Medicine Day Shift	31 - 45 minutes Other None <i>TOTAL</i>	4 1 1 156	2.56 0.64
Medicine Day Shift	Other None <i>TOTAL</i>	1 1 <i>15</i> 6	0.64
Medicine Day Shift	None TOTAL	1 156	
Medicine Day Shift	TOTAL	156	064
<b>Aedicine</b> Day Shift			
<b>Aedicine</b> Day Shift	re Unit TOTAL		99.99
Day Shift		451	
	1 - 15 minutes	30	25.42
	16 - 30 minutes	59	50
	31 - 45 minutes	14	11.86
	46 - 1 hour	5	4.24
Evening Shift	Greater than 1 hour	2	1.69
Evening Shift	Other	1	0.85
Evening Shift	None	7	5.93
Evening Shift	TOTAL	118	99.99
U V			
	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
	TOTAL	29	100.01
Night Shift			
Migni Shiji	1 - 15 minutes	11	27.5
	16 - 30 minutes	19	47.5
		4	47.5
	31 - 45 minutes	4	7.5
	31 - 45 minutes		7.5 7.5
	46 - 1 hour	<b>≺</b>	
Ν		3 40	100

Question/Work Area Shift Answer Count % of T
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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
	TOTAL	184	99.99
Evening Shift			
0 0	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
	TOTAL	61	100.01
Night Shift			
0	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
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift Answer	Count	% of Tota
Q5. How much time is devo Nursing Home Care	oted to the hand-off process? (cont.)		
Tursing Home Care	Day Shift		
	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
	TOTAL	190	100.01
	Evening Shift	16	22.22
	1 - 15 minutes 16 - 30 minutes	16 27	33.33 56.25
	31 - 45 minutes Other	3 1	6.25
			2.08 2.08
	None	1	
	TOTAL	48	99.99
	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
	TOTAL	51	99.99
	Nursing Home Care TOTAL	289	
Observation Unit			
	Day Shift		
	1 - 15 minutes	2	40
	16 - 30 minutes	3	60
	TOTAL	5	100
	Night Shift		
	1 - 15 minutes	1	25
	16 - 30 minutes	2	50
	None	1	25
	TOTAL	4	100
	Observation Unit TOTAL	9	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	380	100
Evening Shift			
	1 - 15 minutes	12	33.33
	16 - 30 minutes	20	55.56
	31 - 45 minutes	4	11.11
	TOTAL	36	100
Night Shift			
	1 - 15 minutes	9	26.47
	16 - 30 minutes	20	58.82
	31 - 45 minutes	4	11.76
	Other	1	2.94
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Juestion/Work Area	Shift	Answer	Count	% of Tota
Q5. How much time is dev Psychiatry	oted to the hand-off pro	cess? (cont.)		
i sycillati y	<not answered=""></not>			
	<not answerea=""></not>	16 - 30 minutes	1	100
		TO - 50 minutes	1	100
		TOTAL	,	100
	Day Shift		= 4	00.00
		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
		TOTAL	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
		TOTAL	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
		TOTAL	48	100
		Psychiatry TOTAL	285	
Rehabilitation				
	Day Shift			
		1 - 15 minutes	7	28
		16 - 30 minutes	17	68
		31 - 45 minutes	1	4
		TOTAL	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
		TOTAL	18	100
	Night Shift			
	nışnı sniji	1 - 15 minutes	1	10
		16 - 30 minutes	7	70
		31 - 45 minutes	2	20
		TOTAL	10	20 100
				100
		<b>Rehabilitation TOTAL</b>	53	

uestion/Work Area	Shift	Answer	Count	% of Tot
<b>05. How much time is dev</b>	oted to the hand-off proces	s? (cont.)		
Spinal Cord Injury	•	· · ·		
<b>1 1 1 1 3 1</b>	Day Shift			
		1 - 15 minutes	14	26.92
		16 - 30 minutes	31	59.62
		31 - 45 minutes	6	11.54
		None	1	1.92
		TOTAL	52	100
	Evening Shift			
		1 - 15 minutes	2	10
		16 - 30 minutes	14	70
		31 - 45 minutes	3	15
		None	1	5
		TOTAL	20	100
	Night Shift			
	inght Shiji	1 - 15 minutes	1	11.11
		16 - 30 minutes	8	88.89
		TOTAL	9	100
	Spinal	Cord Injury TOTAL	81	
tep-Down Care Unit				
tep-Down Care Omt	Day Shift			
	Day Shiji	1 - 15 minutes	13	28.89
		16 - 30 minutes	26	57.78
		31 - 45 minutes	5	11.11
		46 - 1 hour	1	2.22
		TOTAL	45	100
	Evoning Shift		-	
	Evening Shift	1 - 15 minutes	3	100
		TOTAL	3	100
	Ni-L4 CL:C	TOTAL	0	,00
	Night Shift	1 - 15 minutes	6	21 E0
		16 - 30 minutes	6 12	31.58 63.16
		Greater than 1 hour	12	5.26
		Greater than Thou TOTAL	19	5.20 100
				100
	Step-Dow	n Care Unit TOTAL	67	
		Ques 05 TOTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total
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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=""></not>			
	Yes	1	100
	TOTAL	1	100
<not answere<="" td=""><td>d&gt; TOTAL</td><td>1</td><td></td></not>	d> TOTAL	1	

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

**Emergency Department** 

Emergency Department			
	Day Shift		
	Yes	106	98.15
	No	2	1.85
	TOTAL	108	100
	Evening Shift		
	Yes	27	96.43
	No	1	3.57
	TOTAL	28	100
	Night Shift		
	Yes	25	100
	TOTAL	25	100
	<b>Emergency Department TOTAL</b>	161	
General Surgery			
	Day Shift		
	Yes	74	89.16

Duy Shiji			
	Yes	74	89.16
	No	9	10.84
	TOTAL	83	100
Evening Shift			
0 0	Yes	8	66.67
	No	4	33.33
	TOTAL	12	100
Night Shift			
0	Yes	2	40
	No	3	60
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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questions? (cont.)	nclude an opportunity for you to ask and	l respond	to
Intensive Care Unit			
	Day Shift		
	Yes	252	95.45
	No	12	4.55
	TOTAL	264	100
	Evening Shift		
	Yes	29	93.55
	No	2	6.45
	TOTAL	31	100
	Night Shift		
	Yes	150	96.15
	No	6	3.85
	TOTAL	156	100
	Intensive Care Unit TOTAL	451	
Medicine			
Wiedicine			
	Day Shift Yes	94	70.66
	No	94 24	79.66 20.34
	INO TOTAL	24 118	20.34 100
		110	100
	Evening Shift		
	Yes	22	75.86
	No	7	24.14
	TOTAL	29	100
	Night Shift		
	Yes	26	65
	No	14	35
	TOTAL	40	100
	Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
Q6. Does this hand-off process questions? (cont.)	s include an opportunit	y for you to ask a	nd respond	to
Medicine/Surgery				

	Day Shift		
	Yes	154	83.7
	No	30	16.3
	TOTAL	184	100
	Evening Shift		
	Yes	45	73.77
	No	16	26.23
	TOTAL	61	100
	Night Shift		
	Yes	52	75.36
	No	17	24.64
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	
Nursing Home Care			
	Day Shift		
	Yes	168	88.89
	No	21	11.11
	TOTAL	189	100
	Evening Shift		
	Yes	41	85.42
	No	7	14.58
	TOTAL	48	100
	Night Shift		
	Yes	41	80.39
	No	10	19.61
	TOTAL	51	100
	Nursing Home Care TOTAL	288	
<b>Observation Unit</b>			
	Day Shift		
	Yes	5	100
	TOTAL	5	100
	Night Shift		
	Yes	3	75
	No	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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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		
	Ye	es 293	77.11
	Ν	No 87	22.89
	TOTA	L 380	100
	Evening Shift		
		es 33	91.67
	Ν	No 3	8.33
	TOTA	L 36	100
	Night Shift		
	Ye	es 31	91.18
	Ν	No 3	8.82
	TOTA	L 34	100
	Other TOTAL	L 450	
Psychiatry			
i sycillati y	<not answered=""></not>		
	<ivol answereu=""></ivol>	es 1	100
	TOTA		100
	Day Shift		100
	Duy Shiji Ye	es 166	92.22
		No 14	7.78
	TOTA		100
	Evening Shift		
	Year Year Year Year Year Year Year Year	es 48	85.71
		No 8	14.29
	TOTA	L 56	100
	Night Shift		
	Ye	es 39	81.25
		No 9	18.75
	TOTA	L 48	100
	Psychiatry TOTA	L 285	

Question/Work Area	Shift	Answer	Count	% of Total
Q6. Does this hand-off proce questions? (cont.)	ess include an opport	unity for you to ask an	d respond	l to
Rehabilitation				
Kenublitution	Day Shift			
	Duy Shiji	Yes	21	84
		No	4	16
		TOTAL	25	100
	Evening Shift			
		Yes	15	83.33
		No	3	16.67
		TOTAL	18	100
	Night Shift			
		Yes	9	90
		No	1	10
		TOTAL	10	100
		<b>Rehabilitation TOTAL</b>	53	
Spinal Cord Injury				
1 90	Day Shift			
		Yes	47	90.38
		No	5	9.62
		TOTAL	52	100
	Evening Shift			
		Yes	18	90
		No	2	10
		TOTAL	20	100
	Night Shift			
	0 0	Yes	9	100
		TOTAL	9	100
	S	pinal Cord Injury TOTAL	81	
Step-Down Care Unit				
•	Day Shift			
		Yes	42	93.33
		No	3	6.67
		TOTAL	45	100
	Evening Shift			
	8 9	Yes	3	100
		TOTAL	3	100
	Night Shift			
		Yes	17	89.47
		No	2	10.53
		TOTAL	19	100
	Ster	D-Down Care Unit TOTAL	67	
		Ques 06 TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Tota
-	ons interrupt the hand-off p	rocess?		
<not answered=""></not>				
	<not answered=""></not>			
		Rarely (25%)	1	100
		TOTAL	1	100
	<not a<="" td=""><td>Answered&gt; TOTAL</td><td>1</td><td></td></not>	Answered> TOTAL	1	
<b>O7.</b> How often do distractio	ons interrupt the hand-off p	rocess?		
Emergency Department				
Emergency Department	Day Shift			
	Day Shiji	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			
	Lvening 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			
	ingni Shiji	Always (100%)	1	4
		Usually (75%)	4	16
		Sometimes (50%)	13	52
		Rarely (25%)	6	24
		Never (0%)	1	4
		TOTAL	25	100
	Emergency D	epartment TOTAL	161	

uestion/Work Area	Shift	Answer	Count	% of Tot
Q7. How often do distractio General Surgery	ons interrupt the hand	-off process? (cont.)		
	Day Shift			
	2 uj Shiji	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
		TOTAL	83	99.99
	Evening Shift			
	Evening Shiji	Usually (75%)	3	25
		Sometimes (50%)	6	50
		Rarely (25%)	3	25
		TOTAL	12	100
		TOTAL	12	100
	Night Shift		2	10
		Usually (75%)	2	40
		Sometimes (50%)	2	40
		Rarely (25%)	1	20
		TOTAL	5	100
		General Surgery TOTAL	100	
ntensive 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
		TOTAL	264	100
	Evening Shift			
	6 7	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
		TOTAL	31	99.99
	Night Shift			
	Ingni Sniji	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
		TOTAL	156	99.99
		101/112		00.00

uestion/Work Area	Shift	Answer	Count	% of Tota
Q7. How often do distraction Medicine	ons interrupt the han	d-off process? (cont.)		
viculenie	Day Shift			
	Day Shiji	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
		TOTAL	118	100
		Tome	110	100
	Evening Shift	Always $(100\%)$	F	17.04
		Always (100%)	5	17.24
		Usually (75%)	12	41.38
		Sometimes (50%)	8	27.59 12.70
		Rarely (25%)	4	13.79
		TOTAL	29	100
	Night Shift			
		Always (100%)	8	20
		Usually (75%)	13	32.5
		Sometimes (50%)	9	22.5
		Rarely (25%)	10	25
		TOTAL	40	100
		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
		TOTAL	184	100
	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
		TOTAL	61	100
	Night Shift			
	ingni singi	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
		TOTAL	69	100
		Medicine/Surgery TOTAL	314	,00

uestion/Work Area	Shift	Answer	Count	% of Tota
07. How often do distracti	ons interrupt the hand-off pr	ocess? (cont.)		
Nursing Home Care	······································	(••••••)		
turbing nome cure	Day Shift			
	Duy Shiji	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
		TOTAL	189	100
	Evening Shift			
	Living Shiji	Always (100%)	3	6.25
		Usually (75%)	9	18.75
		Sometimes (50%)	14	29.17
		Rarely (25%)	22	45.83
		TOTAL	48	100
	Night Shift			
	night Shiji	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
		TOTAL	51	99.99
	Nursing H	ome Care TOTAL	288	
Observation Unit				
Juser varion Unit	Day Shift			
	• •	Always (100%)	1	20
		Usually (75%)	2	40
		Sometimes (50%)	2	40
		TOTAL	5	100
	Night Shift			
		Always (100%)	1	25
		Rarely (25%)	3	75
		TOTAL	4	100
	Observ	ation Unit TOTAL	9	

	Question/Work Area	Shift	Answer	Count	% of Total
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Q7. How often do distractions interrupt the hand-off process? (cont.)	
Other	

Day Shift			
<i>v v</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
	TOTAL	380	100
Evening Shift			
0 0	Always (100%)	2	5.56
	Usually (75%)	7	19.44
	Sometimes (50%)	14	38.89
	Rarely (25%)	13	36.11
	TOTAL	36	100
Night Shift			
	Always (100%)	3	8.82
	Usually (75%)	3	8.82
	Sometimes (50%)	16	47.06
	Rarely (25%)	12	35.29
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total

	ctions interrupt the hand-of	f process?		
try				
	<not answered=""></not>			
		Rarely (25%)	1	100
		TOTAL	1	100
	Day Shift			
	5 5	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
		TOTAL	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
		TOTAL	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
		TOTAL	48	100.01
		<b>Psychiatry TOTAL</b>	285	

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

Question/Work Area	Shift	Answer	Count	% of Total
Q7. How often do distracti Rehabilitation	ons interrupt the har	nd-off process? (cont.)		
Kenubintution	Day Shift			
	Duj Shiji	Always (100%)	2	8
		Usually (75%)	4	16
		Sometimes (50%)	8	32
		Rarely (25%)	11	44
		TOTAL	25	100
	Evening Shift			
		Always (100%)	1	5.56
		Sometimes (50%)	7	38.89
		Rarely (25%)	8	44.44
		Never (0%)	2	11.11
		TOTAL	18	100
	Night Shift			
		Always (100%)	1	10
		Usually (75%)	1	10
		Sometimes (50%)	3	30
		Rarely (25%)	5	50
		TOTAL	10	100
		<b>Rehabilitation TOTAL</b>	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
		TOTAL	52	100
	Evening Shift	L		
	0 0	Always (100%)	2	10
		Usually (75%)	8	40
		Sometimes (50%)	5	25
		Rarely (25%)	5	25
		TOTAL	20	100
	Night Shift			
	inght Shift	Usually (75%)	5	55.56
		Sometimes (50%)	1	11.11
		Rarely (25%)	3	33.33
		TOTAL	9	100
		Spinal Cord Injury TOTAL	81	
		Spinin Cora injury 101AL	01	

Question/Work Area	Shift	Answer	Count	% of Total

Q7. How often do distractions interrupt the hand-off process? (cont.)	
Step-Down Care Unit	

Day Shift		
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
TOTAL	45	99.99
Evening Shift		
Always (100%)	2	66.67
Sometimes (50%)	1	33.33
TOTAL	3	100
Night Shift		
Always (100%)	3	15.79
Usually (75%)	1	5.26
Sometimes (50%)	14	73.68
Rarely (25%)	1	5.26
TOTAL	19	99.99
Step-Down Care Unit TOTAL	67	
Ques 07 TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total
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<Not Answered>

Usually (75%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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
TOTAL	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
TOTAL	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
TOTAL	25	100
<b>Emergency Department TOTAL</b>	161	

Question/Work Area	Shift	Answer	Count	% of Total
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**General Surgery** 

Day Shift			
<i>v v</i>	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
	TOTAL	83	100
Evening Shift			
0 0	Always (100%)	1	8.33
	Usually (75%)	4	33.33
	Sometimes (50%)	3	25
	Rarely (25%)	4	33.33
	TOTAL	12	99.99
Night Shift			
	Usually (75%)	1	20
	Sometimes (50%)	1	20
	Rarely (25%)	2	40
	Never (0%)	1	20
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
TOTAL	264	100.01
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
TOTAL	31	100
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
TOTAL	156	100
Intensive Care Unit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	118	100
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
	TOTAL	29	100.01
Night Shift			
0	Always (100%)	6	15
	Usually (75%)	6	15
	Sometimes (50%)	9	22.5
	Rarely (25%)	13	32.5
	Never (0%)	6	15
	TOTAL	40	100
	<b>Medicine TOTAL</b>	187	

Question/Work Area	Shift	Answer	Count	% of Total
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Medicine/Surgery

Day Shift			
5 5	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
	TOTAL	184	100
Evening Shift			
0 0	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
	TOTAL	61	100
Night Shift			
0	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
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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**Nursing Home Care** 

**Observation Unit** 

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
TOTAL	190	100
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
TOTAL	48	100
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
TOTAL	51	99.99
Nursing Home Care TOTAL	289	
Day Shift		
Always (100%)	1	20
Sometimes (50%)	1	20

Rarely (25%)

Usually (75%)

Rarely (25%)

Never (0%)

TOTAL

Sometimes (50%)

**Observation Unit TOTAL** 

Never (0%)

TOTAL

2

1

5

1

1

1

1

4

9

40

20

100

25

25

25

25

100

Night Shift

Question/Work Area	Shift	Answer	Count	% of Total
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Other

### Day Shift

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
	TOTAL	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
	TOTAL	36	100
Night Shift			
0 0	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
	TOTAL	34	100
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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Psychiatry

<not answered=""></not>			
	Usually (75%)	1	100
	TOTAL	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
	TOTAL	180	100
Evening Shift			
8 7	Always (100%)	11	19.64
	Usually (75%)	20	35.71
	Sometimes (50%)	9	16.07
	Rarely (25%)	14	25
	Never (0%)	2	3.57
	TOTAL	56	99.99
Night Shift			
0 0	Always (100%)	5	10.42
	Usually (75%)	12	25
	Sometimes (50%)	10	20.83
	Rarely (25%)	17	35.42
	Never (0%)	4	8.33
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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Rehabilitation

Day Shift			
•	Always (100%)	5	20
	Usually (75%)	12	48
	Sometimes (50%)	4	16
	Rarely (25%)	4	16
	TOTAL	25	100
Evening Shift			
0	Always (100%)	5	27.78
	Usually (75%)	5	27.78
	Sometimes (50%)	5	27.78
	Rarely (25%)	3	16.67
	TOTAL	18	100.01
Night Shift			
0	Always (100%)	3	30
	Usually (75%)	3	30
	Sometimes (50%)	2	20
	Rarely (25%)	1	10
	Never (0%)	1	10
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	

Spinal Cord Injury

Day Shift			
5 5	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
	TOTAL	52	99.99
<b>Evening</b> Shift			
0	Always (100%)	5	25
	Usually (75%)	6	30
	Sometimes (50%)	6	30
	Rarely (25%)	2	10
	Never (0%)	1	5
	TOTAL	20	100
Night Shift			
0 5	Usually (75%)	9	100
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	
Night Shift	Usually (75%) <i>TOTAL</i>	9 <i>9</i>	10

Question/Work Area	Shift	Answer	Count	% of Total
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**Step-Down Care Unit** 

3	6.67
	0.07
11	24.44
11	24.44
18	40
2	4.44
45	99.99
1	33.33
1	33.33
1	33.33
3	99.99
5	26.32
9	47.37
3	15.79
2	10.53
19	100.01
67	
2448	
	11 18 2 45 1 1 1 3 5 9 3 2 19 67

Question/Work Area	Shift	Answer	Count	% of Total
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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=""></not>		
Usually (75%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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
	TOTAL	108	100
Evening Shift			
0 0	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
	TOTAL	28	99.99
Night Shift			
	Always (100%)	10	40
	Usually (75%)	5	20
	Sometimes (50%)	9	36
	Rarely (25%)	1	4
	TOTAL	25	100
Emergency Depa	artment TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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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

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
	TOTAL	83	100
	Evening Shift		
	Usually (75%)	4	33.33
	Sometimes (50%)	3	25
	Rarely (25%)	2	16.67
	Never (0%)	3	25
	TOTAL	12	100
	Night Shift		
	Always (100%)	2	40
	Usually (75%)	1	20
	Rarely (25%)	2	40
	TOTAL	5	100
	General Surgery TOTAL	100	
Intensive Care Unit			
	Day Shift	100	47 70
	Always (100%)	126 86	47.73 32.58
	Usually (75%) Sometimes (50%)	28	32.56 10.61
	Rarely (25%)	20 19	7.2
	Never (0%)	5	1.89
	TOTAL	264	100.01
		201	
	<i>Evening Shift</i> 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
	TOTAL	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
	TOTAL	156	100
	Intensive Care Unit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	118	100
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
	TOTAL	29	99.99
Night Shift			
5 <b>1</b>	Always (100%)	8	20
	Usually (75%)	8	20
	Sometimes (50%)	6	15
	Rarely (25%)	11	27.5
	Never (0%)	7	17.5
	TOTAL	40	100
	<b>Medicine TOTAL</b>	187	

Question/Work Area	Shift	Answer	Count	% of Total
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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			
5 5	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
	TOTAL	184	100.01
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
	TOTAL	61	100
Night Shift			
0	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
	TOTAL	69	99.99
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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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

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
	TOTAL	190	100
	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
	TOTAL	48	100
	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
	TOTAL	51	99.99
	Nursing Home Care TOTAL	289	
	Nursing Home Care TOTAL	209	
<b>Observation Unit</b>			
Observation Unit	Day Shift		
	Day Shift Always (100%)	2	40
	Usually (75%)	2	40
	Sometimes (50%)	1	20
	TOTAL	5	100
		0	100
	Night Shift		
	Always (100%)	1	25
	Usually (75%)	1	25
	Rarely (25%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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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			
2 0	Always (100%)	171	45
	Usually (75%)	90	23.68
	Sometimes (50%)	34	8.95
	Rarely (25%)	28	7.37
	Never (0%)	57	15
	TOTAL	380	100
Evening Shift			
0 0	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
	TOTAL	36	100
Night Shift			
0	Always (100%)	12	35.29
	Usually (75%)	14	41.18
	Sometimes (50%)	6	17.65
	Rarely (25%)	2	5.88
	TOTAL	34	100
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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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=""></not>			
	Usually (75%)	1	100
	TOTAL	1	100
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
	TOTAL	180	100.01
Evening Shift			
8	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
	TOTAL	56	100
Night Shift			
8 9	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
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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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

Kenabilitation	Day Shift		
	Always (100%)	16	64
	Usually (75%)	6	24
	Sometimes (50%)	2	8
	Rarely (25%)	1	4
	TOTAL	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
	TOTAL	18	100
	Night Shift		
	Always (100%)	4	40
	Usually (75%)	2	20
	Sometimes (50%)	2	20
	Rarely (25%)	2	20
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	
Sainel Cand Inium			
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
	TOTAL	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
	TOTAL	20	100
	Night Shift		
	Always (100%)	4	44.44
	Usually (75%)	4	44.44
	Rarely (25%)	1	11.11
	TOTAL	9	99.99
	Spinal Cord Injury TOTAL		

Question/Work Area	Shift	Answer	Count	% of Total
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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 TOTAL 45 100 **Evening** Shift Usually (75%) 2 66.67 Sometimes (50%) 1 33.33 TOTAL 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 TOTAL 19 100 **Step-Down Care Unit TOTAL** 67 **Ques 10 TOTAL** 2448

Question/Work Area	Shift	Answer	Count	% of Total
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<not answered=""></not>		
Sometimes (50%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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
TOTAL	108	100
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
TOTAL	28	100
Night Shift		
Always (100%)	9	36
Usually (75%)	8	32
Sometimes (50%)	3	12
Rarely (25%)	5	20
TOTAL	25	100
<b>Emergency Department TOTAL</b>	161	

Question/Work Area	Shift	Answer	Count	% of Total

Concrel Surgery			
General Surgery	D 61:6		
	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
	TOTAL	83	100.01
	Evening Shift		
	Always (100%)	2	16.67
	Usually (75%)	4	33.33
	Sometimes (50%)	4	33.33
	Rarely (25%)	2	16.67
	TOTAL	12	100
	Night Shift		
	Usually (75%)	2	40
	Sometimes (50%)	3	60
	TOTAL	5	100
	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
	TOTAL	264	100.01
	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
	TOTAL	31	100
	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
	TOTAL	156	100
	Intensive Care Unit TOTAL	451	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	118	100
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
	TOTAL	29	100.01
Night Shift			
<b>J</b>	Always (100%)	10	25
	Usually (75%)	9	22.5
	Sometimes (50%)	8	20
	Rarely (25%)	5	12.5
	Never (0%)	8	20
	TOTAL	40	100
	Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
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Medicine/Surgery

Day Shift			
5 5	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
	TOTAL	184	100
Evening Shift			
0 0	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
	TOTAL	61	100
Night Shift			
0	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
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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Nursing Home Care		
	Day Shift	
		Always (100%)
		Usually (75%)
		Sometimes (50%)
		Rarely (25%)
		Never (0%)
		TOTAL
	Evening Shift	
		Always (100%)
		Usually (75%)
		Sometimes (50%)
		Rarely (25%)
		Never (0%)
		TOTAL

	Never (0%)	3	6.25
	TOTAL	48	100
Night Shift			
0	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
	TOTAL	51	99.98
	Nursing Home Care TOTAL	288	

72

55

34

25

189

16

14

4

11

3

38.1

29.1

17.99

13.23

1.59

100.01

33.33

29.17

8.33

22.92

**Nursing Home Care TOTAL** 

Observation Unit Day S	Shift		
Duy	Always (100%)	3	60
	Usually (75%)	2	40
	TOTAL	5	100
Night	Shift		
Ŭ	Always (100%)	1	25
	Usually (75%)	1	25
	Sometimes (50%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	380	100
Evening Shift			
<b>.</b>	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
	TOTAL	36	100
Night Shift			
0	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
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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**Psychiatry** 

<not answered=""></not>			
	Usually (75%)	1	100
	TOTAL	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
	TOTAL	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
	TOTAL	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
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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Day Shift			
	Always (100%)	11	4.
	Usually (75%)	9	3
	Sometimes (50%)	4	1
	Rarely (25%)	1	
	TOTAL	25	10
Evening Shift			
0	Always (100%)	4	22.2
	Usually (75%)	5	27.7
	Sometimes (50%)	3	16.6
	Rarely (25%)	3	16.6
	Never (0%)	3	16.6
	TOTAL	18	100.0
Night Shift			
	Always (100%)	4	4
	Usually (75%)	2	2
	Sometimes (50%)	1	1
	Rarely (25%)	3	3
	TOTAL	10	10
	<b>Rehabilitation TOTAL</b>	53	

<b>Spinal Cord</b>	Injury
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Day Shift			
5 5	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
	TOTAL	52	100
<b>Evening</b> Shift			
0 0	Always (100%)	6	30
	Usually (75%)	5	25
	Sometimes (50%)	5	25
	Rarely (25%)	4	20
	TOTAL	20	100
Night Shift			
0	Always (100%)	4	44.44
	Usually (75%)	3	33.33
	Sometimes (50%)	2	22.22
	TOTAL	9	99.99
	Spinal Cord Injury TOTAL	81	

Question/Work Area	Shift	Answer	Count	% of Total
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**Step-Down Care Unit** 

Step-Down Care Unit TOTAL	67	
TOTAL	19	100
Never (0%)	1	5.26
Rarely (25%)	2	10.53
Sometimes (50%)	2	10.53
Usually (75%)	10	52.63
<i>Night Shift</i> Always (100%)	4	21.05
TOTAL	3	99.99
Rarely (25%)	1	33.33
Sometimes (50%)	1	33.33
Always (100%)	1	33.33
Evening Shift		
TOTAL	45	100.01
Never (0%)	1	2.22
Rarely (25%)	8	17.78
Sometimes (50%)	7	15.56
Usually (75%)	17	37.78
Always (100%)	12	26.67

Question/Work Area	Shift	Answer	Count	% of Total

# Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? <Not Answered>

$\begin{tabular}{ c c c c c } & & & & & & & & & & & & & & & & & & &$
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         TOTAL       108       11.11         TOTAL       108       92.86         No       2       91.41         TOTAL       28       92.86         No       2       7.14         TOTAL       28       92.86         No       2       7.14         TOTAL       28       100         Night Shift         Yes       20       80         No       5       20
<b>Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? Day Shift</b> Yes 96 88.89         No       12         No       12       11.11         TOTAL       108       100 <b>Evening Shift</b> Yes 26       92.86         No       2       7.14         TOTAL       28       100 <b>Night Shift</b> Yes 20       80         No       5
Emergency Department         Day Shift         Yes         96         88.89           No         12         11.11           TOTAL         108         100           Evening Shift         Yes         26         92.86           No         2         7.14           TOTAL         28         100           Might Shift         Yes         26           Yes         26         92.86           No         2         7.14           Yes         26         100           Yes         28         100           Yes         28         100           Yes         20         80           No         5         20
Emergency Department         Day Shift         Yes         96         88.89           No         12         11.11           TOTAL         108         100           Evening Shift         Yes         26         92.86           No         2         7.14           TOTAL         28         100           Might Shift         Yes         26           Yes         26         92.86           No         2         7.14           Yes         26         100           Yes         28         100           Yes         28         100           Yes         20         80           No         5         20
Day Shift         Yes         96         88.89           No         12         11.11           TOTAL         108         100           Evening Shift         Yes         26         92.86           No         2         7.14           TOTAL         28         100           Night Shift         Yes         20         80           No         5         20
Yes       96       88.89         No       12       11.11         TOTAL       108       100         Evening Shift       Yes       26       92.86         No       2       7.14         TOTAL       28       100         Night Shift       Yes       20       80         No       5       20
No       12       11.11         TOTAL       108       100         Evening Shift       Yes       26       92.86         No       2       7.14         TOTAL       28       100         Night Shift       Yes       20       80         No       5       20
TOTAL       108       100         Evening Shift       Yes       26       92.86         No       2       7.14         TOTAL       28       100         Night Shift       Yes       20       80         No       5       20
Evening Shift         Yes         26         92.86           No         2         7.14           TOTAL         28         100           Night Shift         Yes         20         80           No         5         20
Yes         26         92.86           No         2         7.14           TOTAL         28         100           Night Shift         Yes         20         80           No         5         20
No         2         7.14           TOTAL         28         100           Night Shift         Yes         20         80           No         5         20
TOTAL         28         100           Night Shift         Yes         20         80           No         5         20
Night Shift Yes 20 80 No 5 20
Yes 20 80 No 5 20
No 5 20
<b>Emergency Department TOTAL</b> 161
General Surgery
Day Shift
Yes 69 83.13
No 14 16.87
TOTAL 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
<b>General Surgery TOTAL</b> 100

Question/Work Area	Shift	Answer	Count	% of Total

	Day Shift		
	Yes	232	87.88
	No	32	12.12
	TOTAL	264	100
	Evening Shift		
	Yes	24	77.42
	No	7	22.58 10
	TOTAL	31	10
	Night Shift Yes	138	88.4
	No	136	00.40 11.54
	TOTAL	156	10
	Intensive Care Unit TOTAL	451	10
Medicine	Day Shift		
	Yes	97	82.
	No	21	17.
	TOTAL	118	10
	Evening Shift	~~~	
	Yes	20	68.9 31.0
	No <i>TOTAL</i>	9 29	31.0 10
		20	10
	Night Shift Yes	30	7
	No	10	2
	TOTAL	40	10
	Medicine TOTAL	187	
Medicine/Surgery			
	Day Shift		
	Yes	146	79.3
	No	38	20.6
	TOTAL	184	10
	Evening Shift		
	Yes	37	60.6
	No	24	39.3
	TOTAL	61	10
	Night Shift	40	74 0
	Yes No	49 20	71.0 28.9
	NO TOTAL	20 69	20.8 1(
	IOIAL	00	10

#### Q٦ 012 Is the hand off . ... 41. f. 10 L 10 L chift? (cont)

Question/Work Area	Shift	Answer	Count	% of Total

# Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? (cont.) Nursing Home Care

Day Shij	ft		
,	Yes	149	78.84
	No	40	21.16
	TOTAL	189	100
Evening	Shift		
2,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,,	Yes	32	66.67
	No	16	33.33
	TOTAL	48	100
Night Sh	nift		
	Yes	40	78.43
	No	11	21.57
	TOTAL	51	100
	Nursing Home Care TOTAL	288	
	Nursing Home Care TOTAL	200	
Observation Unit	<i>c.</i>		
Day Shij	t Xaa	4	00
	Yes	4	80 20
	No	1 5	20
	TOTAL	5	100
Night Sh	lift		
	Yes	3	75
	No	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	
Other	<i>c.</i>		
Day Shij	nt Yes	288	75.79
	No	200 92	24.21
	TOTAL	380	100
		300	100
Evening			
	Yes	31	86.11
	No	5	13.89
	TOTAL	36	100
Night Sh	lift		
	Yes	31	91.18
	No	3	8.82
	TOTAL	34	100
	Other TOTAL	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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Psychiatry		, ,		,
	<not answered=""></not>			
		Yes	1	100
		TOTAL	1	100
	Day Shift			
		Yes	151	83.89
		No	29	16.11
		TOTAL	180	100
	Evening Shift			
		Yes	44	78.57
		No	12	21.43
		TOTAL	56	100
	Night Shift			
	ingin Singe	Yes	37	77.08
		No	11	22.92
		TOTAL	48	100
		Psychiatry TOTAL	285	
Rehabilitation				
Kendomtation	Day Shift			
	Day Shiji	Yes	19	76
		No	6	24
		TOTAL	25	100
	Evening Shift			
	Evening Shiji	Yes	15	83.33
		No	3	16.67
		TOTAL	18	100
		TOTAL	10	100
	Night Shift	Yes	8	80
		No	° 2	80 20
		TOTAL	10	20 100
				100
		<b>Rehabilitation TOTAL</b>	53	

### Q12. Is the hand-off process the same for an 8-hour, 10-hour, or 12-hour shift? (cont.) Psychiatry

Question/Work Area Shift	Answer	Count	% of Total
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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
	TOTAL	52	100
Evening Shift			
0 0	Yes	15	75
	No	5	25
	TOTAL	20	100
Night Shift			
0	Yes	6	66.67
	No	3	33.33
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	

**Step-Down Care Unit** 

Day Shift		
Yes	37	82.22
No	8	17.78
TOTAL	45	100
Evening Shift		
Yes	3	100
TOTAL	3	100
Night Shift		
Yes	14	73.68
No	5	26.32
TOTAL	19	100
Step-Down Care Unit TOTAL	67	
Ques 12 TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total
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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>

	No	1	100
	TOTAL	1	100
<not answered=""></not>	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
	TOTAL	108	100
Evening Shift			
0 0	Yes	3	10.71
	No	25	89.29
	TOTAL	28	100
Night Shift			
0 0	Yes	5	20
	No	20	80
	TOTAL	25	100
<b>Emergency Depart</b>	ment TOTAL	161	

**General Surgery** 

Day Shift			
v v	Yes	22	26.51
	No	61	73.49
	TOTAL	83	100
Evening Shift			
	Yes	1	8.33
	No	11	91.67
	TOTAL	12	100
Night Shift			
0 0	No	5	100
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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for a weekday? (cont.)	s for a weekend or holiday differ from the	hand-o	ff process
Intensive Care Unit			
	Day Shift		
	Yes	33	12.5
	No	231	87.5
	TOTAL	264	100
	Evening Shift		
	Yes	3	9.68
	No	28	90.32
	TOTAL	31	100
	Night Shift		
	Yes	15	9.62
	No	141	90.38
	TOTAL	156	100
	Intensive Care Unit TOTAL	451	
Medicine			
Meulcine	Daw Chiff		
	Day Shift Yes	22	18.64
	No	96	81.36
	TOTAL	118	100
		110	100
	Evening Shift	-	47.04
	Yes	5	17.24
	No	24	82.76
	TOTAL	29	100
	Night Shift		
	Yes	10	25
	No	30	75
	TOTAL	40	100
	Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
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Q13. Does the hand-off process f for a weekday? (cont.) Medicine/Surgery	for a weekend or holiday differ from the	hand-off	process
	Day Shift		
	Yes	28	15.22
	No	156	84.78
	TOTAL	184	100
	Evening Shift		
	Yes	13	21.31
	No	48	78.69
	TOTAL	61	100
	Night Shift		
	Yes	6	8.7
	No	63	91.3
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	
Nursing Home Care			
	Day Shift		
	Yes	30	15.87
	No	159	84.13
	TOTAL	189	100
	Evening Shift		
	Yes	7	14.58
	No	41	85.42
	TOTAL	48	100
	Night Shift		
	Yes	6	11.76
	No	45	88.24
	TOTAL	51	100
	Nursing Home Care TOTAL	288	
<b>Observation Unit</b>			
	Day Shift		
	Yes	1	20
	No	4	80
	TOTAL	5	100
	Night Shift		
	Yes	2	50
	No	2	50
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	380	100
	Evening Shift		
	Yes	8	22.22
	No	28	77.78
	TOTAL	36	100
	Night Shift		
	Yes	5	14.71
	No	29	85.29
	TOTAL	34	100
	Other TOTAL	<b>45</b> 0	
Psychiatry			
_ ~	<not answered=""></not>		
	No	1	100
	TOTAL	1	100
	Day Shift		
	Yes	29	16.11
	No	151	83.89
	TOTAL	180	100
	Evening Shift		
	Yes	10	17.86
	No	46	82.14
	TOTAL	56	100
	Night Shift		
	Yes	9	18.75
	No	39	81.25
	TOTAL	48	100

**Psychiatry TOTAL** 

285

Q13. Does the hand-off process f for a weekday? (cont.)	for a weekend or holiday differ from the	e hand-of	f process
Rehabilitation			
Kenabilitation	Day Shift		
	Day Shift Yes	3	12
	No	22	88
	TOTAL	25	100
		20	
	Evening Shift Yes	5	27.78
	No	13	72.22
	TOTAL	18	100
		10	100
	Night Shift	10	100
	No	10 <i>10</i>	100 <i>100</i>
	TOTAL		100
	Rehabilitation TOTAL	53	
Spinal Cord Injury			
	Day Shift		
	Yes	12	23.08
	No	40	76.92
	TOTAL	52	100
	Evening Shift		
	Yes	5	25
	No	15	75
	TOTAL	20	100
	Night Shift		
	Yes	1	11.11
	No	8	88.89
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	
Step-Down Care Unit	Day Shift		
	Yes	10	22.22
	No	35	77.78
	TOTAL	45	100
	Evening Shift		
	No	3	100
	TOTAL	3	100
	Night Shift		
	Yes	1	5.26
	No	18	94.74
	TOTAL	19	100
	Step-Down Care Unit TOTAL	67	100
	Ques 13 TOTAL	2447	
	-		

Question/work Area Shiji Answer Count 70 oj 1	Question/Work Area	Shift	Answer	Count	% of Tota
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14a. Includes up-to-date (key) information regarding patient care, treatment, and services <<u>Not Answered</u>>

<not answered=""></not>	
	U

Usually (75%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	1	

14a. Includes up-to-date (key) information regarding patient care, treatment, and services Emergency Department

Day Shift			
<i>v v</i>	Always (100%)	81	75
	Usually (75%)	22	20.37
	Sometimes (50%)	5	4.63
	TOTAL	108	100
Evening Shift			
0 0	Always (100%)	15	53.57
	Usually (75%)	12	42.86
	Rarely (25%)	1	3.57
	TOTAL	28	100
Night Shift			
0 0	Always (100%)	16	64
	Usually (75%)	8	32
	Sometimes (50%)	1	4
	TOTAL	25	100
Emergen	cy 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 TOTAL83 99.99 **Evening** Shift Always (100%) 6 50 Usually (75%) 5 41.67 Sometimes (50%) 1 8.33 TOTAL 12 100 Night Shift Always (100%) 3 60 Usually (75%) 2 40 TOTAL 5 100 **General Surgery TOTAL** 100

Question/Work Area	Shift	Answer	Count	% of Total
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14a. Includes up-to-date (key) information regarding patient care, treatment, and services Intensive Care Unit

Day Shift			
	Always (100%)	207	78.41
	Usually (75%)	51	19.32
	Sometimes (50%)	5	1.89
	Rarely (25%)	1	0.38
	TOTAL	264	100
Evening Shift			
	Always (100%)	20	64.52
	Usually (75%)	9	29.03
	Sometimes (50%)	2	6.45
	TOTAL	31	100
Night Shift			
	Always (100%)	126	80.77
	Usually (75%)	29	18.59
	Sometimes (50%)	1	0.64
	TOTAL	156	100
I	ntensive Care Unit TOTAL	451	
Medicine			
Day Shift			
Day Shiji	Always (100%)	65	55.08
	Usually (75%)	42	35.59
	Sometimes (50%)	9	7.63
	Never (0%)	2	1.69
	TOTAL	118	99.99
Evening Shift			
	Always (100%)	10	34.48
	Usually (75%)	18	62.07
	Sometimes (50%)	1	3.45
	TOTAL	29	100
Night Shift			
ingni bhiji	Always (100%)	15	37.5
	, , , , , , , , , , , , , , , , , , , ,		
	Usually (75%)	21	52.5
	Usually (75%) Sometimes (50%)	21 4	52.5 10
	Usually (75%) Sometimes (50%) <i>TOTAL</i>		

Question/Work Area	Shift	Answer	Count	% of Total
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# 14a. Includes up-to-date (key) information regarding patient care, treatment, and services Medicine/Surgery

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
	TOTAL	184	99.99
	Evening Shift		
	Always (100%)	22	36.07
	Usually (75%)	29	47.54
	Sometimes (50%)	8	13.11
	Rarely (25%)	2	3.28
	TOTAL	61	100
	Night Shift		
	Always (100%)	31	44.93
	Usually (75%)	32	46.38
	Sometimes (50%)	5	7.25
	Rarely (25%)	1	1.45
	TOTAL	69	100.01
	Medicine/Surgery TOTAL	314	100101
	Wedeney Surgery TOTAL	014	
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
	TOTAL	190	100
	Evening Shift		
	Always (100%)	33	68.75
	Usually (75%)	11	22.92
	Sometimes (50%)	2	4.17
	Rarely (25%)	2	4.17
	TOTAL	48	100.01
	Night Shift		
	Night Shift Always (100%)	33	64.71
		33 16	64.71 31.37
	Always (100%)		
	Always (100%) Usually (75%)	16	31.37
	Always (100%) Usually (75%) Sometimes (50%)	16 2	31.37 3.92

Question/Work Area	Shift	Answer	Count	% of Total
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14a. Includes up-to-date (key) information regarding patient care, treatment, and services Observation Unit

Day Shift			
	Always (100%)	5	100
	TOTAL	5	100
Night Shift			
	Always (100%)	2	50
	Usually (75%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	
Other			
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
	TOTAL	380	100
Evening Shift			
	Always (100%)	21	58.33
	Usually (75%)	13	36.11
	Sometimes (50%)	2	5.56
	TOTAL	36	100
Night Shift			
	Always (100%)	20	58.82
	Usually (75%)	12	35.29
	Sometimes (50%)	2	5.88
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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Q14a. Includes up-to-date (key) information regarding patient care, treatment, and services Psychiatry

	<not answered=""></not>			
		Usually (75%)	1	100
		TOTAL	1	100
	Day Shift			
	Day Shiji	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
		TOTAL	180	100
	Evening Shift			
	Lvening Sniji	Always (100%)	38	67.86
		Usually (75%)	15	26.79
		Sometimes (50%)	3	5.36
		TOTAL	56	100.01
	Night Shift			
	Night Shiji	Always (100%)	26	54.17
		Usually (75%)	15	31.25
		Sometimes (50%)	6	12.5
		Rarely (25%)	1	2.08
		TOTAL	48	100
		<b>Psychiatry TOTAL</b>	285	
Rehabilitation				
Kenabilitation	Day Shift			
	Duy Shiji	Always (100%)	22	88
		Usually (75%)	3	12
		TOTAL	25	100
	Evening Shift			
	Lvening Sniji	Always (100%)	7	38.89
		Usually (75%)	8	44.44
		Sometimes (50%)	3	16.67
		TOTAL	18	100
	Night Shift			
	Migni Sniji	Always (100%)	6	60
		Usually (75%)	3	30
		Sometimes (50%)	1	10
		TOTAL	10	100
		Rehabilitation TOTAL	53	
		Kongomanon IOTAL	00	

Question/Work Area	Shift	Answer	Count	% of Total
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14a. Includes up-to-date (key) information regarding patient care, treatment, and services Spinal Cord Injury

Spinia Cora injury	Day Shift		
	Always (100%)	34	65.38
	Usually (75%)	16	30.77
	Sometimes (50%)	2	3.85
	TOTAL	52	100
	Evening Shift		
	Always (100%)	6	30
	Usually (75%)	9	45
	Sometimes (50%)	5	25
	TOTAL	20	100
	Night Shift		
	Always (100%)	2	22.22
	Usually (75%)	6	66.67
	Sometimes (50%)	1	11.11
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	
Step-Down Care Unit			
	Day Shift		
	Always (100%)	29	64.44
	Usually (75%)	15	33.33
	Sometimes (50%)	1	2.22
	TOTAL	45	99.99
	Evening Shift		
	Always (100%)	3	100
	TOTAL	3	100
	Night Shift		
	Always (100%)	8	42.11
	Usually (75%)	10	52.63
	Sometimes (50%)	1	5.26
	TOTAL	19	100
	Step-Down Care Unit TOTAL	67	
	Ques 14a TOTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total
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14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

<Not Answered>

<not answered=""></not>		
Always (100%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	1	

14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes

**Emergency Department** 

Day Shift			
2 3	Always (100%)	74	68.52
	Usually (75%)	30	27.78
	Sometimes (50%)	3	2.78
	Rarely (25%)	1	0.93
	TOTAL	108	100.01
Evening Shift			
0 0	Always (100%)	17	60.71
	Usually (75%)	9	32.14
	Sometimes (50%)	1	3.57
	Rarely (25%)	1	3.57
	TOTAL	28	99.99
Night Shift			
	Always (100%)	13	52
	Usually (75%)	10	40
	Sometimes (50%)	2	8
	TOTAL	25	100
Emergency Depa	artment TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes General Surgery

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
	TOTAL	83	100
	Evening Shift		
	Always (100%)	7	58.33
	Usually (75%)	4	33.33
	Sometimes (50%)	1	8.33
	TOTAL	12	99.99
	Night Shift		
	Always (100%)	3	60
	Usually (75%)	2	40
	TOTAL	5	100
	General Surgery TOTAL	100	
Intensive Care Unit			
	Day Shift	224	94.02
	Always (100%)	221	84.03
	Usually (75%)	39	14.83 1.14
	Sometimes (50%) TOTAL	3 263	1.14
		203	100
	Evening Shift		<u> </u>
	Always (100%)	21	67.74
	Usually (75%)	9	29.03
	Sometimes (50%)	1	3.23
	TOTAL	31	100
	Night Shift		
	Always (100%)	122	78.21
	Usually (75%)	32	20.51
	Sometimes (50%)	2	1.28
		156	100
	TOTAL	156	100

Question/Work Area	Shift	Answer	Count	% of Total
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14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes Medicine

Medicine			
	Day Shift	70	50.00
	Always (100%)	70	59.32
	Usually (75%)	39	33.05
	Sometimes (50%)	7	5.93
	Never (0%)	2	1.69
	TOTAL	118	99.99
	Evening Shift		
	Always (100%)	9	31.03
	Usually (75%)	18	62.07
	Sometimes (50%)	2	6.9
	TOTAL	29	100
	Night Shift		
	Always (100%)	16	40
	Usually (75%)	21	52.5
	Sometimes (50%)	3	7.5
	TOTAL	40	100
	Medicine TOTAL	187	
Medicine/Surgery			
Wieuleine/Suigery	Day Shift		
	Day Shift Always (100%)	103	55.98
	Usually (75%)	72	39.13
	Sometimes (50%)	8	4.35
	Never (0%)	1	0.54
	TOTAL	184	100
		104	100
	Evening Shift	00	10.00
	Always (100%)	26	42.62
	Usually (75%)	25	40.98
	Sometimes (50%)	9	14.75
	Rarely (25%)	1	1.64
	TOTAL	61	99.99
	Night Shift		
	Always (100%)	24	34.78
	Usually (75%)	41	59.42
	Sometimes (50%)	3	4.35
	Rarely (25%)	1	1.45
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes Nursing Home Care

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
	TOTAL	190	100
	Evening Shift		
	Always (100%)	34	70.83
	Usually (75%)	12	25
	Sometimes (50%)	1	2.08
	Rarely (25%)	1	2.08
	TOTAL	48	99.99
	Night Shift		
	Always (100%)	36	70.59
	Usually (75%)	11	21.57
	Sometimes (50%)	3	5.88
	Rarely (25%)	1	1.96
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
	Nursing Home Care TOTAL	209	
<b>Observation Unit</b>			
Observation Chit	Dan Shift		
	Day Shift Always (100%)	5	100
	TOTAL	5	100
		0	100
	Night Shift		
	Always (100%)	1	25
	Usually (75%)	2	50
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes Other

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
	TOTAL	380	100
	Evening Shift		
	Always (100%)	23	63.89
	Usually (75%)	12	33.33
	Sometimes (50%)	1	2.78
	TOTAL	36	100
	Night Shift		
	Always (100%)	20	58.82
	Usually (75%)	13	38.24
	Sometimes (50%)	1	2.94
	TOTAL	34	100
			100
	Other TOTAL	450	
Davishistory			
Psychiatry			
	<not answered=""></not>		
	Usually (75%)	1	100
	TOTAL	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
	TOTAL	180	100.01
	Evening Shift		
	Always (100%)	37	66.07
	Usually (75%)	17	30.36
	Sometimes (50%)	2	3.57
	TOTAL	56	100
	Night Shift		
	Always (100%)	26	54.17
	Usually (75%)	17	35.42
	Sometimes (50%)	4	8.33
	Rarely (25%)	1	2.08
	TOTAL	48	100
	Psychiatry TOTAL	285	

Question/Work Area	Shift	Answer	Count	% of Total
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14b. Includes up-to-date information regarding patient condition and any recent or anticipated changes Rehabilitation

Kenabilitation			
	Day Shift	~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~ ~	00
	Always (100		96
	Usually (75 <sup>0</sup>		4
	ΤΟΤΑ	L 25	100
	Evening Shift		
	Always (100 <sup>o</sup>		55.56
	Usually (75 <sup>o</sup>		38.89
	Sometimes (50 <sup>0</sup>	%) 1	5.56
	TOTA	L 18	100.01
	Night Shift		
	Always (100	%) 7	70
	Usually (75	%) 3	30
	ΤΟΤΑ	L 10	100
	<b>Rehabilitation TOTA</b>	L 53	
Spinal Cond Injuny			
Spinal Cord Injury	Dave Stift		
	Day Shift Always (100	)/ ) · · · · · · · · · · · · · · · · · ·	C1 E4
	Usually (75°		61.54
			34.62
	Sometimes (50 <sup>o</sup> <i>TOTA</i>		3.85
		L 52	100.01
	Evening Shift		
	Always (100		35
	Usually (75 <sup>0</sup>		45
	Sometimes (50 <sup>o</sup>		20
	ΤΟΤΑ	L 20	100
	Night Shift		
	Always (100	%) 3	33.33
	Usually (75 <sup>o</sup>	%) 5	55.56
	Sometimes (50°	%) 1	11.11
	TOTA	L 9	100
	Spinal Cord Injury TOTA	L 81	

Question/Work Area	Shift	Answer	Count	% of Total
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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
TOTAL	45	100
Evening Shift		
Always (100%)	2	66.67
Usually (75%)	1	33.33
TOTAL	3	100
Night Shift		
Always (100%)	11	57.89
Usually (75%)	7	36.84
Sometimes (50%)	1	5.26
TOTAL	19	99.99
Step-Down Care Unit TOTAL	67	
Ques 14b TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total
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14c. Includes details on patients requiring one on one care <Not Answered>

	<not answered=""></not>		
	Usually (75%)	1	100
	TOTAL	1	100
	<not answered=""> TOTAL</not>	1	
14c. Includes details on patier	nts requiring one on one care		
<b>Emergency Department</b>			
	Day Shift		
	Always (100%)	90	83.33
	Usually (75%)	14	12.96
	Sometimes (50%)	3	2.78
	Rarely (25%)	1	0.93
	TOTAL	108	100
	Evening Shift		
	Always (100%)	20	71.43
	Usually (75%)	5	17.86
	Sometimes (50%)	2	7.14
	Rarely (25%)	1	3.57
	TOTAL	28	100
	Night Shift		
	Always (100%)	16	64
	Usually (75%)	7	28
	Sometimes (50%)	1	4
	Never (0%)	1	4
	TOTAL	25	100
	<b>Emergency Department TOTAL</b>	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
	TOTAL	83	100
	Evening Shift		
	Always (100%)	9	75
	Usually (75%)	2	16.67
	Never (0%)	1	8.33
	TOTAL	12	100
	Night Shift		
	Always (100%)	3	60
	Usually (75%)	2	40
	TOTAL	5	40 100
		100	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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# 14c. Includes details on patients requiring one on one care Intensive Care Unit

Intensive Care Unit			
	Day Shift		
	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
	TOTAL	263	100
	Evening Shift		
	Always (100%)	23	74.19
	Usually (75%)	6	19.35
	Sometimes (50%)	2	6.45
	TOTAL	31	99.99
	Night Shift		
	Always (100%)	134	85.9
	Usually (75%)	18	11.54
	Sometimes (50%)	3	1.92
	Rarely (25%)	1	0.64
	TOTAL	156	100
	Intensive Care Unit TOTAL	450	
Medicine	Day Shift		
Medicine	Day Shift	83	70.34
Medicine	Always (100%)	83 24	70.34 20.34
Medicine	Always (100%) Usually (75%)	24	20.34
Medicine	Always (100%) Usually (75%) Sometimes (50%)	24 8	20.34 6.78
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%)	24 8 3	20.34 6.78 2.54
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i>	24 8	20.34 6.78
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b>	24 8 3 118	20.34 6.78 2.54 <i>100</i>
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%)	24 8 3 118 15	20.34 6.78 2.54 <i>100</i> 51.72
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%)	24 8 3 118 15 10	20.34 6.78 2.54 <i>100</i> 51.72 34.48
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%)	24 8 3 118 15 10 2	20.34 6.78 2.54 <i>100</i> 51.72 34.48 6.9
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	24 8 3 118 15 10 2 2	20.34 6.78 2.54 100 51.72 34.48 6.9 6.9
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) <i>TOTAL</i>	24 8 3 118 15 10 2	20.34 6.78 2.54 <i>100</i> 51.72 34.48 6.9
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) <i>TOTAL</i> <i>Night Shift</i>	24 8 3 118 15 10 2 2 29	20.34 6.78 2.54 100 51.72 34.48 6.9 6.9 100
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) <i>TOTAL</i> Night Shift Always (100%)	24 8 3 118 15 10 2 29 29 24	20.34 6.78 2.54 100 51.72 34.48 6.9 6.9 100 60
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) <i>TOTAL</i> Night Shift Always (100%) Usually (75%)	24 8 3 118 15 10 2 2 29 24 24 12	20.34 6.78 2.54 100 51.72 34.48 6.9 6.9 100 60 30
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) <i>TOTAL</i> <b>Night Shift</b> Always (100%) Usually (75%) Sometimes (50%)	24 8 3 118 15 10 2 2 29 24 12 4	20.34 6.78 2.54 100 51.72 34.48 6.9 6.9 100 60 30 10
Medicine	Always (100%) Usually (75%) Sometimes (50%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) <i>TOTAL</i> Night Shift Always (100%) Usually (75%)	24 8 3 118 15 10 2 2 29 24 24 12	20.34 6.78 2.54 100 51.72 34.48 6.9 6.9 100 60 30

Question/Work Area	Shift	Answer	Count	% of Total
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# 14c. Includes details on patients requiring one on one care Medicine/Surgery

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
	TOTAL	184	100.01
	Evening Shift		
	Always (100%)	33	54.1
	Usually (75%)	20	32.79
	Sometimes (50%)	6	9.84
	Rarely (25%)	2	3.28
	TOTAL	61	100.01
	Night Shift		
	Always (100%)	36	52.17
	Usually (75%)	28	40.58
	Sometimes (50%)	2	2.9
	Rarely (25%)	3	4.35
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	
	Medicine/Surgery TOTAL	014	
Numing Home Cane			
Nursing Home Care			
	Day Shift	100	00.40
	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
	TOTAL	190	100.01
	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
	TOTAL	48	100.01
	Night Shift		
	Always (100%)	37	72.55
	Usually (75%)	12	23.53
	Sometimes (50%)	1	1.96
	Never (0%)	1	1.96
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
	Ŭ		

Question/Work Area	Shift	Answer	Count	% of Total
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#### 14c. Includes details on patients requiring one on one care Observation Unit

Day Shift			
	Always (100%)	5	100
	TOTAL	5	100
Night Shift			
	Always (100%)	1	25
	Usually (75%)	1	25
	Never (0%)	2	50
	TOTAL	4	100
Observatio	on 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
	TOTAL	380	100.01
Evening Shift			
0 0	Always (100%)	22	61.11
	Usually (75%)	11	30.56
	Sometimes (50%)	2	5.56
	Rarely (25%)	1	2.78
	TOTAL	36	100.01
Night Shift			
<u> </u>	Always (100%)	25	73.53
	Usually (75%)	5	14.71
	Sometimes (50%)	3	8.82
	Never (0%)	1	2.94
	TOTAL	34	100
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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14c. Includes details on patients requiring one on one care **Psychiatry** 

i sy childry	<not answered=""></not>		
	Usually (75%)	1	100
	TOTAL	1	100
	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
	TOTAL	180	100.01
	Evening Shift		
	Always (100%)	45	80.36
	Usually (75%)	10	17.86
	Sometimes (50%)	1	1.79
	TOTAL	56	100.01
	Night Shift		
	Always (100%)	31	64.58
	Usually (75%)	14	29.17
	Sometimes (50%)	2	4.17
	Never (0%)	1	2.08
	TOTAL	48	100
	Psychiatry TOTAL	285	
	r sychiatry TOTAL	200	
Pababilitation	1 sychiatry 101AL	200	
Rehabilitation		200	
Rehabilitation	Day Shift		76
Rehabilitation	Day Shift Always (100%)	19	76 16
Rehabilitation	<i>Day Shift</i> Always (100%) Usually (75%)	19 4	16
Rehabilitation	<i>Day Shift</i> Always (100%) Usually (75%) Never (0%)	19 4 2	16 8
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) <i>TOTAL</i>	19 4	16
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) TOTAL Evening Shift	19 4 2 25	16 8 <i>100</i>
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) <i>TOTAL</i> Evening Shift Always (100%)	19 4 2 25 13	16 8 <i>100</i> 72.22
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) TOTAL Evening Shift Always (100%) Usually (75%)	19 4 25 13 1	16 8 <i>100</i> 72.22 5.56
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) <i>TOTAL</i> Evening Shift Always (100%) Usually (75%) Sometimes (50%)	19 4 25 13 1 1	16 8 <i>100</i> 72.22 5.56 5.56
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) <i>TOTAL</i> Evening Shift Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	19 4 25 13 1 1 1	16 8 100 72.22 5.56 5.56 5.56
Rehabilitation	Day Shift         Always (100%)           Usually (75%)         Never (0%)           TOTAL         TOTAL           Evening Shift         Always (100%)           Usually (75%)         Sometimes (50%)           Rarely (25%)         Never (0%)	19 4 25 13 1 1 1 2	16 8 <i>100</i> 72.22 5.56 5.56 5.56 11.11
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) TOTAL Evening Shift Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) TOTAL	19 4 25 13 1 1 1	16 8 100 72.22 5.56 5.56 5.56
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) TOTAL Evening Shift Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) TOTAL Night Shift	19 4 25 13 1 1 1 2 18	16 8 100 72.22 5.56 5.56 5.56 11.11 100.01
Rehabilitation	Day Shift Always (100%) Usually (75%) Never (0%) TOTAL Evening Shift Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) TOTAL Night Shift Always (100%)	19 4 25 13 1 1 1 2 18 7	16 8 100 72.22 5.56 5.56 5.56 11.11 100.01 70
Rehabilitation	Day Shift         Always (100%)           Usually (75%)         Usually (75%)           Never (0%)         TOTAL           Evening Shift         Always (100%)           Usually (75%)         Sometimes (50%)           Sometimes (50%)         Rarely (25%)           Never (0%)         TOTAL           Night Shift         Always (100%)           Usually (75%)         Sometimes (50%)	19 4 25 13 1 1 1 2 18 7 2	16 8 100 72.22 5.56 5.56 5.56 11.11 100.01 70 20
Rehabilitation	Day Shift         Always (100%)           Usually (75%)         Never (0%)           TOTAL         TOTAL           Evening Shift         Always (100%)           Usually (75%)         Sometimes (50%)           Rarely (25%)         Never (0%)           TOTAL         Night Shift           Always (100%)         Usually (75%)	19 4 25 13 1 1 1 2 18 7 2 1	16 8 100 72.22 5.56 5.56 5.56 11.11 100.01 70 20 10
Rehabilitation	Day Shift         Always (100%)           Usually (75%)         Usually (75%)           Never (0%)         TOTAL           Evening Shift         Always (100%)           Usually (75%)         Sometimes (50%)           Sometimes (50%)         Rarely (25%)           Never (0%)         TOTAL           Night Shift         Always (100%)           Usually (75%)         Sometimes (50%)	19 4 25 13 1 1 1 2 18 7 2	16 8 100 72.22 5.56 5.56 5.56 11.11 100.01 70 20

Question/Work Area	Shift	Answer	Count	% of Total
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#### 14c. Includes details on patients requiring one on one care Spinal Cord Injury

Spinal Cord Injury	<b>–</b> – – – – – – – – – – – – – – – – – –		
	Day Shift	<u>-</u>	
	Always (100%)	35	67.31
	Usually (75%)	13	25
	Sometimes (50%)	2	3.85
	Rarely (25%)	1	1.92
	Never (0%)	1	1.92
	TOTAL	52	100
	Evening Shift		
	Always (100%)	11	55
	Usually (75%)	4	20
	Sometimes (50%)	4	20
	Rarely (25%)	1	5
	TOTAL	20	100
	Night Shift		
	Always (100%)	5	55.56
	Usually (75%)	4	44.44
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	
Step-Down Care Unit			
Step Down Cure Cint	Day Shift		
	Always (100%)	31	68.89
	Usually (75%)	12	26.67
	Sometimes (50%)	2	4.44
	TOTAL	45	100
	Evening Shift		
	Always (100%)	2	66.67
	Usually (75%)	1	33.33
	TOTAL	3	100
	Night Shift		
	Always (100%)	13	68.42
	Usually (75%)	5	26.32
	Sometimes (50%)	1	5.26
	TOTAL	19	5.20 100
	Step-Down Care Unit TOTAL	67	100
	_		
	Ques 14c TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total
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14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc. <<u>Not Answered</u>>

<not answered=""></not>		
Usually (75%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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
	TOTAL	108	100.01
	Evening Shift		
	Always (100%)	16	57.14
	Usually (75%)	8	28.57
	Sometimes (50%)	1	3.57
	Rarely (25%)	3	10.71
	TOTAL	28	99.99
	Night Shift		
	Always (100%)	10	40
	Usually (75%)	11	44
	Sometimes (50%)	4	16
	TOTAL	25	100
	<b>Emergency Department TOTAL</b>	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
	TOTAL	83	100
	Evening Shift		
	Always (100%)	8	66.67
	Usually (75%)	3	25
	Rarely (25%)	1	8.33
	TOTAL	12	100
	Night Shift		
	Night Shift Always (100%)	2	40
	Always (100%)	2	40 60
		2 3 5	40 60 1 <i>00</i>

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	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
	TOTAL	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
	TOTAL	156	100
	Intensive Care Unit TOTAL	450	
Madiaina			
Medicine	Day Shift		
Medicine	Day Shift Always (100%)	72	61.02
Medicine	Always (100%)	72 33	61.02 27.97
Medicine			
Medicine	Always (100%) Usually (75%)	33	27.97
Medicine	Always (100%) Usually (75%) Sometimes (50%)	33 8	27.97 6.78
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	33 8 2	27.97 6.78 1.69
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i>	33 8 2 3	27.97 6.78 1.69 2.54
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%)	33 8 2 3	27.97 6.78 1.69 2.54
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b>	33 8 2 3 118	27.97 6.78 1.69 2.54 <i>100</i>
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%)	33 8 2 3 118 16	27.97 6.78 1.69 2.54 <i>100</i> 55.17
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%)	33 8 2 3 <i>118</i> 16 12	27.97 6.78 1.69 2.54 <i>100</i> 55.17 41.38
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) <i>TOTAL</i>	33 8 2 3 <i>118</i> 16 12 1	27.97 6.78 1.69 2.54 <i>100</i> 55.17 41.38 3.45
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%)	33 8 2 3 <i>118</i> 16 12 1	27.97 6.78 1.69 2.54 <i>100</i> 55.17 41.38 3.45
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) <i>TOTAL</i> <i>Night Shift</i>	33 8 2 3 118 16 12 1 29	27.97 6.78 1.69 2.54 <i>100</i> 55.17 41.38 3.45 <i>100</i>
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) <i>TOTAL</i> <i>Night Shift</i> Always (100%)	33 8 2 3 118 16 12 1 29 17	27.97 6.78 1.69 2.54 100 55.17 41.38 3.45 100 42.5
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) <i>TOTAL</i> <i>Night Shift</i> Always (100%) Usually (75%)	33 8 2 3 <i>118</i> 16 12 1 29 17 18	27.97 6.78 1.69 2.54 100 55.17 41.38 3.45 100 42.5 45
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Usually (75%) Sometimes (50%)	33 8 2 3 118 16 12 1 29 17 18 4	27.97 6.78 1.69 2.54 100 55.17 41.38 3.45 100 42.5 45 10
Medicine	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) <i>TOTAL</i> Night Shift Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	33 8 2 3 118 16 12 1 29 17 18 4 1	27.97 6.78 1.69 2.54 100 55.17 41.38 3.45 100 42.5 45 10 2.5

Question/Work Area	Shift	Answer	Count	% of Total
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14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc. Medicine/Surgery

Wieuleine/Surgery	Day Shift		
	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
	TOTAL	184	99.99
		101	00.00
	<i>Evening Shift</i> Always (100%)	24	20.24
		24	39.34
	Usually (75%) Sometimes (50%)	29 7	47.54 11.48
		1	1.64
	Rarely (25%) TOTAL	61	1.04
		01	100
	Night Shift	~-	
	Always (100%)	27	39.13
	Usually (75%)	37	53.62
	Sometimes (50%)	2	2.9
	Rarely (25%)	3	4.35
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	
Nursing Home Core			
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
	TOTAL	190	99.99
	Evening Shift		
	Always (100%)	37	77.08
	Usually (75%)	8	16.67
	Sometimes (50%)	1	2.08
	Rarely (25%)	2	4.17
	TOTAL	48	100
	Night Shift		
	Always (100%)	32	62.75
	Usually (75%)	13	25.49
	Sometimes (50%)	4	7.84
	Rarely (25%)	2	3.92
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
	0	-	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	5	100
Night Shift			
	Always (100%)	2	50
	Usually (75%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
C	<b>Observation Unit TOTAL</b>	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
	TOTAL	380	99.99
Evening Shift			
	Always (100%)	21	58.33
	Usually (75%)	13	36.11
	Sometimes (50%)	2	5.56
	TOTAL	36	100
Night Shift			
	Always (100%)	19	55.88
	Usually (75%)	13	38.24
	Sometimes (50%)	1	2.94
	Never (0%)	1	2.94
	TOTAL	34	100
	<b>Other TOTAL</b>	450	

Question/Work Area	Shift	Answer	Count	% of Total
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14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc. Psychiatry

	<not answered=""></not>			
		Usually (75%)	1	100
		TOTAL	1	100
	Day Shift			
	Duy Shiji	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
		TOTAL	180	99.99
	Evening Shift			
	Litening Shift	Always (100%)	35	62.5
		Usually (75%)	16	28.57
		Sometimes (50%)	5	8.93
		TOTAL	56	100
	Night Shift			
		Always (100%)	24	50
		Usually (75%)	20	41.67
		Sometimes (50%)	3	6.25
		Rarely (25%)	1	2.08
		TOTAL	48	100
		<b>Psychiatry TOTAL</b>	285	
Rehabilitation				
	Day Shift			
		Always (100%)	18	72
		Usually (75%)	5	20
		Sometimes (50%)	2	8
		TOTAL	25	100
	Evening Shift			
		Always (100%)	14	77.78
		Usually (75%)	3	16.67
		Sometimes (50%)	1	5.56
		TOTAL	18	100.01
	Night Shift			
		Always (100%)	8	80
		Usually (75%)	2	20
		TOTAL	10	100
		<b>Rehabilitation TOTAL</b>	53	

Question/Work Area	Shift	Answer	Count	% of Total
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14d. Includes details on special patient safety concerns, e.g. fall risk, elopement risk, etc. Spinal Cord Injury

Always (100%)       32       61.54         Usually (75%)       14       26.52         Sometimes (50%)       3       5.77         Rarely (25%)       2       3.85         Never (0%)       1       1.92         TOTAL       52       100         Evening Shift       Always (100%)       6       30         Usually (75%)       4       20       100         Sometimes (50%)       8       40       8         Rarely (25%)       2       10       707AL       20         Sometimes (50%)       8       40       8       40         Rarely (25%)       2       10       707AL       20       100         Night Shift       Always (100%)       6       66.67       Usually (75%)       3       33.33         TOTAL       9       100       707AL       9       100         Step-Down Care Unit       Day       Shift       Always (100%)       1       42.22         Sometimes (50%)       1       2.22       707AL       45       100         Evening Shift       Always (100%)       1       3.33       1       2.22         TOTAL       45       100 </th <th>Spinar Cord injury</th> <th>Day Shift</th> <th></th> <th></th>	Spinar Cord injury	Day Shift		
Usually (75%)         14         26.92           Sometimes (50%)         3         5.77           Rarely (25%)         2         3.85           Never (0%)         1         1.92           TOTAL         52         100           Evening Shift         Always (100%)         6         3           Always (100%)         6         3         4.0           Usually (75%)         4         20         30           Sometimes (50%)         2         10         707AL         20         100           Night Shift         Always (100%)         6         66.67         3         3.3.33           TOTAL         20         100         707AL         9         100           Step-Down Care Unit         6         66.67         3         3.3.33           TOTAL         9         100         5         3         6.67           Usually (75%)         19         42.22         5         5         6         1.0           Step-Down Care Unit         Day         Shift         1         2.22         5         6         1.0         2.22         5         5         100         1.0         1.0         1.0			32	61.54
Sometimes (50%) 3 5.77 Rarely (25%) 2 3.85 Never (0%) 1 1.92 TOTAL 52 100 Evening Shift Always (100%) 6 30 Usually (75%) 4 20 Sometimes (50%) 8 40 Rarely (25%) 2 10 TOTAL 20 100 Night Shift Always (100%) 6 66.67 Usually (75%) 3 33.33 TOTAL 9 100 Spinal Cord Injury TOTAL 81 Step-Down Care Unit Day Shift Always (100%) 22 48.89 Usually (75%) 3 6.67 Rarely (25%) 1 2.22 Sometimes (50%) 3 6.67 Rarely (25%) 1 2.22 TOTAL 45 100 Evening Shift Always (100%) 1 2.24 Sometimes (50%) 3 6.67 Rarely (25%) 1 2.22 TOTAL 45 100 Evening Shift Always (100%) 1 33.33 Usually (75%) 2 66.67 TOTAL 3 100 Night Shift Always (100%) 1 57.89 Usually (75%) 6 31.58 Sometimes (50%) 2 10.53 TOTAL 19 100 Night Shift Always (100%) 11 57.89 Usually (75%) 6 31.58 Sometimes (50%) 2 10.53 TOTAL 19 100 Step-Down Care Unit TOTAL 67				26.92
Rarely (25%)         2         3.85           Never (0%)         1         1.92           TOTAL         52         00           Evening Shift         Always (100%)         6         30           Usually (75%)         4         20         3.85           Sometimes (50%)         8         40         20           Sometimes (50%)         2         10         707AL         20         100           Night Shift         Always (100%)         6         66.67         Usually (75%)         3         33.33           TOTAL         20         100         5pinal Cord Injury TOTAL         81         9         100           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         TOTAL         45         100           Evening Shift         Maways (100%)         1         33.33         6.67           Rarely (25%)         1         2.22         Sometimes (50%)         2         66.67           Ways (100%)         1         33.33         Usually (75%)         <				
TOTAL         52         100           Evening Shift			2	3.85
Evening Shift         Always (100%)         6         30           Usually (75%)         4         20           Sometimes (50%)         8         40           Rareis (25%)         2         10           TOTAL         20         100           Night Shift		Never (0%)	1	1.92
Always (100%) 6 30 Usually (75%) 4 20 Sometimes (50%) 8 40 Rarely (25%) 2 10 <i>TOTAL</i> 20 100 <i>Night Shift</i> Always (100%) 6 66.67 Usually (75%) 3 33.33 <i>TOTAL</i> 9 100 Spinal Cord Injury TOTAL 81 Step-Down Care Unit <i>Day Shift</i> 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 <i>Evening Shift</i> Always (100%) 1 33.33 Usually (75%) 2 66.67 <i>TOTAL</i> 3 100 <i>Night Shift</i> 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		TOTAL	52	100
Always (100%) 6 30 Usually (75%) 4 20 Sometimes (50%) 8 40 Rarely (25%) 2 10 <i>TOTAL</i> 20 100 <i>Night Shift</i> Always (100%) 6 66.67 Usually (75%) 3 33.33 <i>TOTAL</i> 9 100 Spinal Cord Injury TOTAL 81 Step-Down Care Unit <i>Day Shift</i> 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 <i>Evening Shift</i> Always (100%) 1 33.33 Usually (75%) 2 66.67 <i>TOTAL</i> 3 100 <i>Night Shift</i> 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		Evening Shift		
Usually (75%)         4         20           Sometimes (50%)         8         40           Rarely (25%)         2         10           TOTAL         20         100           Night Shift         20         100           Night Shift         3         33.33           TOTAL         9         100           Spinal Cord Injury TOTAL         81         81           Step-Down Care Unit         81           Day Shift         81           Care Unit         81           Care Unit         81           Care Unit         81           Care Unit         81           Care Ing Shift         81			6	30
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         707AL         9         100           Step-Down Care Unit         Day Shift         Always (100%)         22         48.89           Usually (75%)         19         42.22         Sometimes (50%)         3         6.67           Rarely (25%)         19         42.22         Sometimes (50%)         3         6.67           Bar Shift         Always (100%)         22         48.89         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00         0.00				20
TOTAL       20       100         Night Shift			8	40
TOTAL       20       100         Night Shift				10
Always (100%) 6 666.67 Usually (75%) 3 33.33 TOTAL 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 66.67 Rarely (25%) 1 2.22 TOTAL 45 100 Evening Shift Always (100%) 1 33.33 Usually (75%) 2 66.67 TOTAL 3 100 Night Shift Always (100%) 11 57.89 Usually (75%) 6 31.58 Sometimes (50%) 2 10.53 TOTAL 19 100 Step-Down Care Unit TOTAL 67			20	100
Always (100%) 6 666.67 Usually (75%) 3 33.33 TOTAL 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 66.67 Rarely (25%) 1 2.22 TOTAL 45 100 Evening Shift Always (100%) 1 33.33 Usually (75%) 2 66.67 TOTAL 3 100 Night Shift Always (100%) 11 57.89 Usually (75%) 6 31.58 Sometimes (50%) 2 10.53 TOTAL 19 100 Step-Down Care Unit TOTAL 67		Night Shift		
Usually (75%)         3         33.33           TOTAL         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           TOTAL         45         100           Evening Shift           Always (100%)         1         33.33           Usually (75%)         2         66.67           TOTAL         45         100           Evening Shift           Muays (100%)         1         33.33           Usually (75%)         2         66.67           TOTAL         3         100           Night Shift         Usually (75%)         6         31.58           Sometimes (50%)         2         10.53         100           Night Shift         Image: Shift <td< td=""><td></td><td></td><td>6</td><td>66.67</td></td<>			6	66.67
TOTAL         9         100           Spinal Cord Injury TOTAL         81           Step-Down Care Unit         Day Shift         81           Day Shift         Always (100%)         22         48.89           Usually (75%)         19         42.22           Sometimes (50%)         3         6.67           Rarely (25%)         1         2.22           TOTAL         45         100           Evening Shift         1         3.33           Usually (75%)         2         66.67           TOTAL         3         100           Might Shift         1         3.33           Usually (75%)         2         66.67           TOTAL         3         100           Night Shift         1         57.89           Usually (75%)         6         31.58           Sometimes (50%)         2         10.53           TOTAL         19         100           Step-Down Care Unit TOTAL         67				
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           TOTAL         45         100           Evening Shift         1         33.33           Usually (75%)         2         66.67           TOTAL         3         100           Night Shift         1         37.89           Usually (75%)         6         31.58           Sometimes (50%)         2         10.53           TOTAL         19         100           Step-Down Care Unit TOTAL         67			9	
Day Shift         Always (100%)         22         48.89           Usually (75%)         19         42.22           Sometimes (50%)         3         6.67           Rarely (25%)         1         2.22           TOTAL         45         100           Evening Shift         Always (100%)         1         33.33           Usually (75%)         2         66.67           TOTAL         3         100           Night Shift         Always (100%)         11         57.89           Usually (75%)         6         31.58         Sometimes (50%)         2         100           Night Shift         Always (100%)         11         57.89         Usually (75%)         6         31.58           Sometimes (50%)         2         10.53         100         100           Step-Down Care Unit TOTAL         67         100		Spinal Cord Injury TOTAL	81	
Day Shift         Always (100%)         22         48.89           Usually (75%)         19         42.22           Sometimes (50%)         3         6.67           Rarely (25%)         1         2.22           TOTAL         45         100           Evening Shift         Always (100%)         1         33.33           Usually (75%)         2         66.67           TOTAL         3         100           Night Shift         Always (100%)         11         57.89           Usually (75%)         6         31.58         Sometimes (50%)         2         100           Night Shift         Always (100%)         11         57.89         Usually (75%)         6         31.58           Sometimes (50%)         2         10.53         100         100           Step-Down Care Unit TOTAL         67         100	Sten-Down Care Unit			
Always (100%)       22       48.89         Usually (75%)       19       42.22         Sometimes (50%)       3       6.67         Rarely (25%)       1       2.22         TOTAL       45       100         Evening Shift         Always (100%)       1       33.33         Usually (75%)       2       66.67         TOTAL       3       100         Night Shift         Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit TOTAL       67	Step Down Cure Chit	Day Shift		
Usually (75%)       19       42.22         Sometimes (50%)       3       6.67         Rarely (25%)       1       2.22         TOTAL       45       100         Evening Shift         Always (100%)       1       33.33         Usually (75%)       2       66.67         TOTAL       3       100         Night Shift         Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit TOTAL       67			22	48.89
Sometimes (50%)       3       6.67         Rarely (25%)       1       2.22         TOTAL       45       100         Evening Shift       Always (100%)       1       33.33         Usually (75%)       2       66.67         TOTAL       3       100         Night Shift       100         Night Shift       100         Sometimes (50%)       2       100         Night Shift       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit TOTAL       67				
Rarely (25%)       1       2.22         TOTAL       45       100         Evening Shift       Always (100%)       1       33.33         Usually (75%)       2       66.67         TOTAL       3       100         Night Shift         Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit TOTAL       67				6.67
Evening Shift         Always (100%)         1         33.33           Usually (75%)         2         66.67           TOTAL         3         100           Night Shift         Always (100%)         11         57.89           Usually (75%)         6         31.58           Sometimes (50%)         2         10.53           TOTAL         19         100           Step-Down Care Unit TOTAL         67			1	2.22
Always (100%)       1       33.33         Usually (75%)       2       66.67         TOTAL       3       100         Night Shift       Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit       67		TOTAL	45	100
Always (100%)       1       33.33         Usually (75%)       2       66.67         TOTAL       3       100         Night Shift       Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit       67		Evening Shift		
Usually (75%)       2       66.67         TOTAL       3       100         Night Shift       Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit TOTAL       67			1	33.33
TOTAL       3       100         Night Shift       Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit TOTAL       67				
Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit       67				
Always (100%)       11       57.89         Usually (75%)       6       31.58         Sometimes (50%)       2       10.53         TOTAL       19       100         Step-Down Care Unit       67		Night Shift		
Usually (75%)         6         31.58           Sometimes (50%)         2         10.53           TOTAL         19         100           Step-Down Care Unit         67         67			11	57.89
Sometimes (50%)         2         10.53           TOTAL         19         100           Step-Down Care Unit         TOTAL         67				
TOTAL19100Step-Down Care UnitTOTAL67				
-				
Ques 14d TOTAL 2447		Step-Down Care Unit TOTAL	67	
		Ques 14d TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total
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14e. Includes details on pharmacy issues or concerns <Not Answered>

<not answered=""></not>		
Usually (75%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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
TOTAL	108	100
Evening Shift		
Always (100%)	10	35.71
Usually (75%)	11	39.29
Sometimes (50%)	5	17.86
Rarely (25%)	2	7.14
TOTAL	28	100
Night Shift		
Always (100%)	9	36
Usually (75%)	8	32
Sometimes (50%)	5	20
Rarely (25%)	1	4
Never (0%)	2	8
TOTAL	25	100
Emergency Department TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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#### 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
		TOTAL	83	100
	Evening Shift			
	0 0	Always (100%)	3	25
		Usually (75%)	5	41.67
		Sometimes (50%)	3	25
		Rarely (25%)	1	8.33
		TOTAL	12	100
	Night Shift			
		Always (100%)	1	20
		Rarely (25%)	4	80
		TOTAL	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
		TOTAL	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
		TOTAL	31	100.01
	Night Shift			
	- v	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
		TOTAL	156	100
	In	tensive Care Unit TOTAL	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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14e. Includes details on pharmacy issues or concerns Medicine

	Day Shift			
	2.49 5.090	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
		TOTAL	118	99.99
	Evening Shift			
	0 0	Always (100%)	8	27.59
		Usually (75%)	12	41.38
		Sometimes (50%)	7	24.14
		Rarely (25%)	2	6.9
		TOTAL	29	100.01
	Night Shift			
	0 0	Always (100%)	9	22.5
		Usually (75%)	15	37.5
		Sometimes (50%)	10	25
		Rarely (25%)	6	15
		TOTAL	40	100
		Medicine TOTAL	187	
Medicine/Surgery				
	Day Shift			
	2.49 5.090	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
		TOTAL	184	100
	Evening Shift			
	8	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
		TOTAL	61	100
	Night Shift			
	0 0	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
		TOTAL	69	99.99
	I	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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### 14e. Includes details on pharmacy issues or concerns Nursing Home Care

Day Shift			
5 5	Always (100%)	73	38.42
	Usually (75%)	62	32.63
	Sometimes (50%)	38	20
	Rarely (25%)	12	6.32
	Never (0%)	5	2.63
	TOTAL	190	100
Evening Shif	ft		
Litering Sing	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
	TOTAL	48	99.99
Night Shift			
Ingni Shiji	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
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
	Nursing Home Care TOTAL	203	
Observation Unit			
Day Shift	Always (100%)	3	60
	Usually (75%)	2	40
	TOTAL	5	40 100
	TOTAL	5	100
Night Shift		0	50
	Usually (75%)	2	50
	Sometimes (50%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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14e. Includes details on pharmacy issues or concerns Other

ould	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
	TOTAL	380	100
	Evening Shift		
	Always (100%)	14	38.89
	Usually (75%)	14	38.89
	Sometimes (50%)	6	16.67
	Rarely (25%)	2	5.56
	TOTAL	36	100.01
	Night Shift		
	Always (100%)	11	32.35
	Usually (75%)	15	44.12
	Sometimes (50%)	8	23.53
	TOTAL	34	100
	Other TOTAL	450	
Psychiatry			
1 Sy childry	<not answered=""></not>		
	Sometimes (50%)	1	100
	TOTAL	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
	TOTAL	180	100
	Evening Shift		
	Always (100%)	23	41.07
	Usually (75%)	17	30.36
	Sometimes (50%)	12	21.43
	Rarely (25%)	4	7.14
	TOTAL	56	100
	Night Shift		
	Always (100%)	17	35.42
	Usually (75%)	17	35.42
	Sometimes (50%)	10	20.83
	Rarely (25%)	4	8.33
	TOTAL	48	100
	Psychiatry TOTAL	285	

Question/Work Area	Shift	Answer	Count	% of Total
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14e. Includes details on pharmacy issues or concerns **Rehabilitation** 

	Day Shift		
	Always (100%)	14	56
	Usually (75%)	7	28
	Sometimes (50%)	4	16
	TOTAL	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
	TOTAL	18	100
	Night Shift		
	Always (100%)	4	40
	Usually (75%)	3	30
	Sometimes (50%)	2	20
	Rarely (25%)	1	10
	TOTAL	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
	TOTAL	52	100
	Evening Shift		
	Always (100%)	3	15
	Usually (75%)	9	45
	Sometimes (50%)	6	30
	Rarely (25%)	2	10
	TOTAL	20	100
	Night Shift		
	Always (100%)	3	33.33
	Usually (75%)	3	33.33
	Sometimes (50%)	3	33.33
	TOTAL	9	99.99
	Spinal Cord Injury TOTAL	81	
	opinal core injury routil	0,	

Question/Work Area	Shift	Answer	Count	% of Total
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14e. Includes details on pharmacy issues or concerns Step-Down Care Unit

Usually (75%) metimes (50%) Rarely (25%) <i>TOTAL</i>	12 2 1 19 67	63.16 10.53 5.26 <i>100</i>
metimes (50%) Rarely (25%)	2 1	10.53 5.26
metimes (50%)	2	10.53
,		
Usually (75%)	12	63.16
Always (100%)	4	21.05
TOTAL	3	100
Usually (75%)	2	66.67
Always (100%)	1	33.33
TOTAL	45	100.01
Rarely (25%)	3	6.67
metimes (50%)	8	17.78
Usually (75%)	18	40
Always (100%)	16	35.56
	metimes (50%) Rarely (25%) <i>TOTAL</i> Always (100%) Usually (75%)	Usually (75%)         18           metimes (50%)         8           Rarely (25%)         3           TOTAL         45           Always (100%)         1           Usually (75%)         2           TOTAL         3

Question/Work Area	Shift	Answer	Count	% of Total
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14f. Includes details that need to be communicated to later shifts <Not Answered>

<not answered=""></not>		
Usually (75%)	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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
TOTAL	108	100.01
Evening Shift		
Always (100%)	13	46.43
Usually (75%)	10	35.71
Sometimes (50%)	4	14.29
Rarely (25%)	1	3.57
TOTAL	28	100
Night Shift		
Always (100%)	7	28
Usually (75%)	7	28
Sometimes (50%)	5	20
Rarely (25%)	5	20
Never (0%)	1	4
TOTAL	25	100
Emergency Department TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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### 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
		TOTAL	83	100.01
	Evening Shift			
		Always (100%)	3	25
		Usually (75%)	6	50
		Sometimes (50%)	3	25
		TOTAL	12	100
	Night Shift			
		Usually (75%)	2	40
		Sometimes (50%)	1	20
		Rarely (25%)	1	20
		Never (0%)	1	20
		TOTAL	5	100
		General Surgery TOTAL	100	
Intensive Care Unit				
Intensive Care Unit	D CL:C			
	Day Shift	Alwaya $(100\%)$	110	44.87
		Always (100%) Usually (75%)	118 105	44.87 39.92
		Sometimes (50%)	35	13.31
		Rarely (25%)	4	1.52
		Never (0%)	- 1	0.38
		TOTAL	263	100
	Europiero Chifa	TOTAL	200	100
	Evening Shift	Always (100%)	13	41.94
		Usually (75%)	12	38.71
		Sometimes (50%)	5	16.13
		Rarely (25%)	1	3.23
		TOTAL	31	100.01
	Niald Chifd	101112	0.	
	Night Shift	Always (100%)	68	43.59
		Usually (75%)	64	43.59
		Sometimes (50%)	18	41.03 11.54
		Rarely (25%)	6	3.85
		TOTAL	156	100.01
	In	tensive Care Unit TOTAL	450	100.01

Question/Work Area	Shift	Answer	Count	% of Total
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#### **14f. Includes details that need to be communicated to later shifts Medicine**

Wieurenie	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
	TOTAL	118	100
	Evening Shift		
	Always (100%)	11	37.93
	Usually (75%)	12	41.38
	Sometimes (50%)	5	17.24
	Rarely (25%)	1	3.45
	TOTAL	29	100
	Night Shift		
	Always (100%)	10	25
	Usually (75%)	16	40
	Sometimes (50%)	13	32.5
	Rarely (25%)	1	2.5
	TOTAL	40	100
	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
	TOTAL	184	100
	Evening Shift		
	Always (100%)	19	31.15
	Usually (75%)	22	36.07
	Sometimes (50%)	17	27.87
	Rarely (25%)	3	4.92
	TOTAL	61	100.01
	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
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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## **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
	TOTAL	190	100
Evening Shift			
	Always (100%)	25	52.08
	Usually (75%)	18	37.5
	Sometimes (50%)	3	6.25
	Rarely (25%)	2	4.17
	TOTAL	48	100
Night Shift			
	Always (100%)	21	41.18
	Usually (75%)	22	43.14
	Sometimes (50%)	6	11.76
	Rarely (25%)	2	3.92
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
Observation Unit			
Day Shift			
	Always (100%)	3	60
	Usually (75%)	1	20
	Sometimes (50%)	1	20
	TOTAL	5	100
Night Shift			
C C I	Always (100%)	2	50
	Rarely (25%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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**14f. Includes details that need to be communicated to later shifts Other** 

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
	TOTAL	380	100
	Evening Shift		
	Always (100%)	14	38.89
	Usually (75%)	14	38.89
	Sometimes (50%)	6	16.67
	Rarely (25%)	2	5.56
	TOTAL	36	100.01
	Night Shift		
	Always (100%)	10	29.41
	Usually (75%)	19	55.88
	Sometimes (50%)	5	14.71
	TOTAL	34	100
			100
	Other TOTAL	450	
Psychiatry			
	<not answered=""></not>		
	Usually (75%)	1	100
	TOTAL	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
	TOTAL	180	100.01
		100	100.01
	Evening Shift	20	F0 F7
	Always (100%)	30	53.57 28.57
	Usually (75%)	16	
	Sometimes (50%)	7	12.5
	Rarely (25%)	3	5.36
	TOTAL	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
	TOTAL	48	100
	Psychiatry TOTAL	285	

Question/Work Area	Shift	Answer	Count	% of Total
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#### **14f. Includes details that need to be communicated to later shifts Rehabilitation**

Kenabilitation	Day Shift		
	Always (100%)	13	52
	Usually (75%)	9	36
	Sometimes (50%)	3	12
	TOTAL	25	100
	Evening Shift		
	Always (100%)	6	33.33
	Usually (75%)	8	44.44
	Sometimes (50%)	3	16.67
	Rarely (25%)	1	5.56
	TOTAL	18	100
	Night Shift		
	Always (100%)	5	50
	Usually (75%)	4	40
	Sometimes (50%)	1	10
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	
Spinal Cond Injuny			
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
	TOTAL	52	100.01
	Evening Shift		
	Always (100%)	7	35
	Usually (75%)	7	35
	Sometimes (50%)	5	25
	Rarely (25%)	1	5
	TOTAL	20	100
	Night Shift		
	Always (100%)	4	44.44
	Usually (75%)	4	44.44
	Sometimes (50%)	1	11.11
	TOTAL	9	99.99
	Spinal Cord Injury TOTAL	81	

Question/Work Area	Shift	Answer	Count	% of Total
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### 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
TOTAL	45	100.01
Evening Shift		
Always (100%)	2	66.67
Usually (75%)	1	33.33
TOTAL	3	100
Night Shift		
Always (100%)	4	21.05
Usually (75%)	10	52.63
Sometimes (50%)	4	21.05
Rarely (25%)	1	5.26
TOTAL	19	99.99
Step-Down Care Unit TOTAL	67	
Ques 14f TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total
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14g. Includes details regarding discharge planning concerns <Not Answered>

<not answered=""></not>			
Usual	lly (75%)	1	100
	TOTAL	1	100
<not answered=""> T</not>	OTAL	1	
14g. Includes details regarding discharge planning concerns			
Emergency Department			
Day Shift	(4000())	00	05.40
-	s (100%)	38	35.19
	lly (75%)	45	41.67
Sometime	es (50%)	12	11.11
Rare	ely (25%)	8	7.41
Ne	ver (0%)	5	4.63
	TOTAL	108	100.01
Evening Shift			
	s (100%)	12	42.86
Usual	lly (75%)	5	17.86
Sometime	es (50%)	7	25
Rare	ely (25%)	3	10.71
	ver (0%)	1	3.57
	TOTAL	28	100
Night Shift			
	s (100%)	6	24
Usual	lly (75%)	12	48
Sometime	5 ( )	6	24
	ely (25%)	1	4
	TOTAL	25	100
Emergency Department T		161	

Question/Work Area	Shift	Answer	Count	% of Total
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### 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
	TOTAL	83	100
	Evening Shift		
	Always (100%)	3	25
	Usually (75%)	3	25
	Sometimes (50%)	4	33.33
	Rarely (25%)	2	16.67
	TOTAL	12	100
	Night Shift		
	Usually (75%)	1	20
	Sometimes (50%)	3	60
	Rarely (25%)	1	20
	TOTAL	5	100
	General Surgery TOTAL	100	
	General Surgery TOTAL	100	
Intensive Care Unit			
	Day Shift		00.05
	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
	TOTAL	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
	TOTAL	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
	TOTAL	156	100.01
	Intensive Care Unit TOTAL	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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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
		TOTAL	118	100
	Evening Shift			
	0 0	Always (100%)	6	20.69
		Usually (75%)	11	37.93
		Sometimes (50%)	9	31.03
		Rarely (25%)	3	10.34
		TOTAL	29	99.99
	Night Shift			
		Always (100%)	7	17.5
		Usually (75%)	13	32.5
		Sometimes (50%)	12	30
		Rarely (25%)	8	20
		TOTAL	40	100
		Medicine TOTAL	187	
Medicine/Surgery				
0 v	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
		TOTAL	184	100
	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
		TOTAL	61	100.01
	Night Shift			
	0 0	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
		TOTAL	69	99.99
		Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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### 14g. Includes details regarding discharge planning concerns Nursing Home Care

Nursing nome 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
	TOTAL	190	99.99
	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
	TOTAL	48	100
	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
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
	Nursing Home Care TOTAL	203	
Observed the set Use it			
<b>Observation Unit</b>			
	Day Shift		
	Always (100%)	3	60
	Usually (75%)	2	40
	TOTAL	5	100
	Night Shift		
	Usually (75%)	1	25
	Sometimes (50%)	1	25
	Rarely (25%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	380	99.99
Evening Shift			
0 0	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
	TOTAL	36	100
Night Shift			
0 0	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
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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14g. Includes details regarding discharge planning concerns Psychiatry

i sycillati y	<not answered=""></not>			
		Usually (75%)	1	100
		TOTAL	1	100
	Day Shift			
	Duy Shiji	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
		TOTAL	180	99.99
	Even in a Chick			
	Evening Shift	$\Delta w_{0} = (100\%)$	20	35.71
		Always (100%) Usually (75%)	20 25	44.64
		Sometimes (50%)		14.29
			8	5.36
		Rarely (25%)	3	
		TOTAL	56	100
	Night Shift			
		Always (100%)	14	29.17
		Usually (75%)	20	41.67
		Sometimes (50%)	10	20.83
		Rarely (25%)	4	8.33
		TOTAL	48	100
	Ps	ychiatry TOTAL	285	
Rehabilitation				
Kenabilitation	Day Shift			
	Day Shiji	Always (100%)	13	52
		Usually (75%)	5	20
		Sometimes (50%)	5	20
		Rarely (25%)	2	8
		TOTAL	25	100
		TOTAL	20	100
	Evening Shift	Always $(100\%)$	2	16.67
		Always (100%)	3	38.89
		Usually (75%) Sometimes (50%)	7	22.22
		Rarely (25%)	4	11.11
		Never (0%)	2 2	11.11
		TOTAL	18	100
		TOTAL	10	100
	Night Shift	Al	0	~~
		Always (100%)	3	30
		Usually (75%)	3	30
		Sometimes (50%)	2	20
		Rarely (25%)	2	20
		TOTAL	10	100
	Rehab	oilitation TOTAL	53	

Question/Work Area	Shift	Answer	Count	% of Total
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### 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
	TOTAL	52	99.99
	Evening Shift		
	Always (100%)	2	10
	Usually (75%)	5	25
	Sometimes (50%)	11	55
	Rarely (25%)	2	10
	TOTAL	20	100
	Night Shift		
	Always (100%)	2	22.22
	Usually (75%)	4	44.44
	Sometimes (50%)	3	33.33
	TOTAL	9	99.99
	Spinal Cord Injury TOTAL	81	
Step-Down Care Unit			
Step-Down Care Ome	Day Shift		
	Always (100%)	11	24.44
	Usually (75%)	15	33.33
	Sometimes (50%)	12	26.67
	Rarely (25%)	7	15.56
	TOTAL	45	100
	Evening Shift	-	
	Always (100%)	1	33.33
	Rarely (25%)	2	66.67
	TOTAL	3	100
	Night Shift		
	Always (100%)	4	21.05
	Usually (75%)	5	26.32
	Sometimes (50%)	7	36.84
	Rarely (25%)	3	15.79
	TOTAL	19	100
	Step-Down Care Unit TOTAL	67	
	Ques 14g TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total
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14h. Includes other information not listed above <Not Answered>

<not answered<="" th=""><th>&gt;</th><th></th><th></th></not>	>		
	Rarely (25%)	1	100
	TOTAL	1	100
	<not answered=""> TOTAL</not>	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
	TOTAL	108	100
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
	TOTAL	28	100
Night Shift			
0.0	Always (100%)	5	20
	Usually (75%)	2	8
	Sometimes (50%)	12	48
	Rarely (25%)	3	12
	Never (0%)	3	12
	TOTAL	25	100
Eme	ergency Department TOTAL	161	

Question/Work Area	Shift	Answer	Count	% of Total
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#### 14h. Includes other information not listed above General Surgery

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
	TOTAL	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
	TOTAL	12	100
	Night Shift		
	Usually (75%)	1	20
	Sometimes (50%)	4	80
	TOTAL	5	100
	General Surgery TOTAL	100	
Intensive Care Unit			
Intensive Care Ont	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
	TOTAL	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
	TOTAL	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
	TOTAL	156	100.01
	Intensive Care Unit TOTAL	450	

Question/Work Area	Shift	Answer	Count	% of Total
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## 14h. Includes other information not listed above Medicine

Wieurenie	Day Shift			
	Duy Shiji	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
		TOTAL	118	100
	Evening Shift			
	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
		TOTAL	29	99.99
		TOTAL	20	00.00
	Night Shift	Always (1000/)	0	20
		Always (100%)	8	20 17 5
		Usually (75%)	7	17.5
		Sometimes (50%)	18	45 12 5
		Rarely (25%)	5	12.5 5
		Never (0%) <i>TOTAL</i>	2 40	
				100
		Medicine TOTAL	187	
Medicine/Surgery				
Wiedichie/Surgery	Day Shift			
	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
		TOTAL	184	99.99
	Evoning Shift			
	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
		TOTAL	61	100
	Night Shift		•••	
	Night Shift	Always (100%)	10	14.49
		Usually (75%)	20	28.99
			<u> </u>	20.00
		• • •		30 13
		Sometimes (50%)	27	39.13 10 14
		Sometimes (50%) Rarely (25%)	27 7	10.14
		Sometimes (50%) Rarely (25%) Never (0%)	27 7 5	10.14 7.25
	N.T., 42	Sometimes (50%) Rarely (25%)	27 7	10.14

Question/Work Area	Shift	Answer	Count	% of Total
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#### 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
	TOTAL	190	100
	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
	TOTAL	48	100
	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
	TOTAL	51	99.99
	Nursing Home Care TOTAL	289	
<b>Observation Unit</b>			
	Day Shift		
	Always (100%)	2	40
	Usually (75%)	2	40
	Sometimes (50%)	1	20
	TOTAL	5	100
	Night Shift		
	Usually (75%)	2	50
	Sometimes (50%)	1	25
	Never (0%)	1	25
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	
	Observation Ollit TOTAL	0	

Question/Work Area	Shift	Answer	Count	% of Total
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14h. Includes other information not listed above Other

Day Shift			
J J	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
	TOTAL	380	99.99
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
	TOTAL	36	99.99
Night Shift			
0	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
	TOTAL	34	99.99
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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14h. Includes other information not listed above Psychiatry

<not answered=""></not>			
	Sometimes (50%)	1	100
	TOTAL	1	100
Day Shift			
5 5	Always (100%)	51	28.33
	Usually (75%)	52	28.89
	Sometimes (50%)	45	25
	Rarely (25%)	14	7.78
	Never (0%)	18	10
	TOTAL	180	100
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
	TOTAL	56	100.01
Night Shift			
0	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
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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## 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
	TOTAL	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
	TOTAL	18	100.01
	Night Shift		
	Always (100%)	3	30
	Usually (75%)	1	10
	Sometimes (50%)	3	30
	Never (0%)	3	30
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	
Spinal Cord Injury			
Spinal Cord Injury	Day Shift		
Spinai Cord Injury	Always (100%)	11	21.15
Spinai Cord Injury	Always (100%) Usually (75%)	22	42.31
Spinai Cord Injury	Always (100%) Usually (75%) Sometimes (50%)	22 11	42.31 21.15
Spinai Cord Injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	22 11 4	42.31 21.15 7.69
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%)	22 11 4 4	42.31 21.15 7.69 7.69
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	22 11 4	42.31 21.15 7.69
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b>	22 11 4 4	42.31 21.15 7.69 7.69 <i>99.99</i>
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%)	22 11 4 52 1	42.31 21.15 7.69 7.69 <i>99.99</i> 5
Spinai Cord Injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%)	22 11 4 52 1 6	42.31 21.15 7.69 7.69 99.99 5 30
Spinai Cord Injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%)	22 11 4 52 1 6 4	42.31 21.15 7.69 7.69 99.99 5 30 20
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	22 11 4 52 1 6 4 4	42.31 21.15 7.69 7.69 99.99 5 30 20 20
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%)	22 11 4 52 1 6 4 4 5	42.31 21.15 7.69 7.69 99.99 5 30 20 20 25
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i>	22 11 4 52 1 6 4 4	42.31 21.15 7.69 7.69 99.99 5 30 20 20
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Night Shift</i>	22 11 4 52 1 6 4 4 5 20	42.31 21.15 7.69 7.69 99.99 5 30 20 20 25 100
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Night Shift</i> Always (100%)	22 11 4 52 1 6 4 5 20 1	42.31 21.15 7.69 7.69 99.99 5 30 20 20 25 100 11.11
Spinai Cord Injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Night Shift</i> Always (100%) Usually (75%)	22 11 4 52 1 6 4 4 5 20 1 5	42.31 21.15 7.69 7.69 99.99 5 30 20 20 20 25 100 11.11 55.56
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Night Shift</i> Always (100%) Usually (75%) Sometimes (50%)	22 11 4 52 1 6 4 4 5 20 1 5 20	42.31 21.15 7.69 7.69 99.99 5 30 20 20 25 100 11.11 55.56 22.22
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <b>Evening Shift</b> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> Night Shift Always (100%) Usually (75%) Sometimes (50%) Rarely (25%)	22 11 4 52 1 6 4 4 5 20 1 5 2 1	42.31 21.15 7.69 7.69 99.99 5 30 20 20 25 100 11.11 55.56 22.22 11.11
Spinai Cord injury	Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Evening Shift</i> Always (100%) Usually (75%) Sometimes (50%) Rarely (25%) Never (0%) <i>TOTAL</i> <i>Night Shift</i> Always (100%) Usually (75%) Sometimes (50%)	22 11 4 52 1 6 4 4 5 20 1 5 20	42.31 21.15 7.69 7.69 99.99 5 30 20 20 25 100 11.11 55.56 22.22

Question/Work Area	Shift	Answer	Count	% of Total
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### 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
TOTAL	45	100
Evening Shift		
Always (100%)	1	33.33
Usually (75%)	2	66.67
TOTAL	3	100
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
TOTAL	19	100
Step-Down Care Unit TOTAL	67	
Ques 14h TOTAL	2447	

Question/Work Area	Shift	Answer	Count	% of Total

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? <<u>Not Answered</u>>

<not answered=""></not>		
Yes	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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			
2 0	Yes	67	62.04
	No	41	37.96
	TOTAL	108	100
Evening Shift			
0 0	Yes	21	75
	No	7	25
	TOTAL	28	100
Night Shift			
	Yes	19	76
	No	6	24
	TOTAL	25	100
<b>Emergency Departn</b>	nent TOTAL	161	

**General Surgery** 

Day Shift			
	Yes	55	66.27
	No	28	33.73
	TOTAL	83	100
Evening Shift			
	Yes	11	91.67
	No	1	8.33
	TOTAL	12	100
Night Shift			
0	Yes	5	100
	TOTAL	5	100
	<b>General Surgery TOTAL</b>	100	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	263	100
	Evening Shift		
	Yes	26	83.87
	No	5	16.13
	TOTAL	31	100
	Night Shift		
	Yes	122	78.21
	No	34	21.79
	TOTAL	156	100
	Intensive Care Unit TOTAL	450	
Medicine			
	Day Shift		
	Yes	90	76.27
	No	28	23.73
	TOTAL	118	100
	Evening Shift		
	Yes	23	79.31
	No	6	20.69
	TOTAL	29	100
	Night Shift		
	Yes	37	92.5
	No	3	7.5
	TOTAL	40	100
	Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
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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 TOTAL 184 100 **Evening** Shift Yes 47 77.05 No 14 22.95 TOTAL 61 100 Night Shift Yes 81.16 56 18.84 No 13 TOTAL 69 100 **Medicine/Surgery TOTAL** 314 **Nursing Home Care** Day Shift

, ~	Yes	139	73.16
	No	51	26.84
	TOTAL	190	100
Evening Shift			
0 0	Yes	41	85.42
	No	7	14.58
	TOTAL	48	100
Night Shift			
0	Yes	40	78.43
	No	11	21.57
	TOTAL	51	100
Nursing Home Ca	re TOTAL	289	

**Observation Unit** 

Day Shift			
• •	Yes	3	60
	No	2	40
	TOTAL	5	100
Night Shift			
8 9	Yes	2	50
	No	2	50
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	380	100
Evening Sh	ift		
	Yes	30	83.33
	No	6	16.67
	TOTAL	36	100
Night Shift			
	Yes	23	67.65
	No	11	32.35
	TOTAL	34	100
	Other TOTAL	<b>45</b> 0	
Developmy			
Psychiatry <not answe<="" td=""><td>red</td><td></td><td></td></not>	red		
<not answe<="" td=""><td>Yes</td><td>1</td><td>100</td></not>	Yes	1	100
	TOTAL	1	100
D 51:4	Tomi		100
Day Shift	Yee	135	75
	Yes No	45	75 25
	TOTAL	45 180	23 100
		100	100
Evening Sh		-0	
	Yes	50	89.29
	No	6	10.71
	TOTAL	56	100
Night Shift			
	Yes	34	70.83
	No	14	29.17
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	25	100
	Evening Shift		
	Yes	12	66.67
	No	6	33.33
	TOTAL	18	100
	Night Shift		
	Yes	9	90
	No	1	10
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	
Spinal Cord Injury			
Spinai Coru nijury	Day Shift		
	Yes	41	78.85
	No	11	21.15
	TOTAL	52	100
		02	100
	Evening Shift Yes	19	95
	No	1	5
	TOTAL	20	100
		20	100
	Night Shift Yes	8	88.89
	No	0 1	11.11
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	100

Question/Work Area	Shift	Answer	Count	% of Total
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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
TOTAL	45	100
Evening Shift		
Yes	2	66.67
No	1	33.33
TOTAL	3	100
Night Shift		
Yes	14	73.68
No	5	26.32
TOTAL	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?           Ida. Patient transfers to another VAMC?            Yes         1         100           TOTAL         1         100         100           Cold Answered>           Ves         1         100           TOTAL         1         100           Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2">Colspan="2"           Colspan="2">Colspan="2"         Colspan="2"           Colspan="2"         Colspan="2"           Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"           Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"           Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"         Colspan="2"          Colspan="2" <th col<="" th=""><th>Question/Work Area</th><th>Shift</th><th>Answer</th><th>Count</th><th>% of Total</th></th>	<th>Question/Work Area</th> <th>Shift</th> <th>Answer</th> <th>Count</th> <th>% of Total</th>	Question/Work Area	Shift	Answer	Count	% of Total
<not answered="">         Yes         1         100           Yora         1         100           TOTAL         1         100           <not answered=""> TOTAL         1         100           TOTAL         1         1         100           <not answered=""> TOTAL         1         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100&lt;</not></not></not></not></not></not>	Q16. Are the following types	s of hand offs a concern or	topic of interest a	t your fac	ility?	
Yes         1         100           YOTAL         1         100           Not Answereds TOTAL         1           Ita. Patient transfers to another VAMC?         Second Sec		other VAMC?				
Yes         1         100           TOTAL         1           Not Answered>TOTAL         1           Haient transfers to another VAMC?         Image: Solution of the soluti		<not answered=""></not>				
Not Answered> TOTAL         1           Ida. Patient transfers to another VAMC? Emergency Department           Day Shift           Yes         88         81.48           No         20         18.52           TOTAL         100         100           Evening Shift           Yes         22         76.57           No         6         21.43           TOTAL         28         100           No         6           No         6           No         6           NO         8           NO         8           NO         8           No         8           NO         6           NO         8           NO         8           NO         8           Oracle Striggery           Yes         65           No         4           Yes         8           Oracle Strigger           No         4           NO         4			Yes	1	100	
base Patient transfers to another VAMC?           Emergency Department           Day Shift           Yes         88         81.48           No         20         18.52           TOTAL         100         100           Evening Shift         Yes         22         78.57           No         6         21.43         100           Night Shift         Yes         17         68           No         8         32         100           Night Shift         Yes         17         68           No         8         32         100           Emergency Department TOTAL         28         100           No         8         32         100           Emergency Department TOTAL         161         161           General Surgery         Day Shift         Yes         65         78.31           No         18         21.69         100         100           Evening Shift         Yes         65         78.31         100           CottAL         83         100         100         100         100           Evening Shift         Yes         8         66.67         No			TOTAL	1	100	
Emergency Department           Ves         88         81.82           No         20         18.52           TOTAL         100         100           Evening Shift         Yes         22         78.57           No         62         21.43           TOTAL         28         100           Night Shift         Yes         100         20           Night Shift         Yes         100         20           TOTAL         28         100         20           Night Shift         Yes         17         68           No         8         320         100           TOTAL         25         100         100           Emergency Department TOTAL         161         100         100           Store N         18         21.69         100           Mo         18         21.69         100           TOTAL         25         100         100           Evening Shift         Yes         65         78.31           No         18         21.69         100           TOTAL         83         100         100           Evening Shift         Yes         8         66.67		<not< td=""><td>Answered&gt; TOTAL</td><td>1</td><td></td></not<>	Answered> TOTAL	1		
Emergency Department           Ves         88         81.82           No         20         18.52           TOTAL         100         100           Evening Shift         Yes         22         78.57           No         62         21.43           TOTAL         28         100           Night Shift         Yes         100         20           Night Shift         Yes         100         20           TOTAL         28         100         20           Night Shift         Yes         17         68           No         8         320         100           TOTAL         25         100         100           Emergency Department TOTAL         161         100         100           Store N         18         21.69         100           Mo         18         21.69         100           TOTAL         25         100         100           Evening Shift         Yes         65         78.31           No         18         21.69         100           TOTAL         83         100         100           Evening Shift         Yes         8         66.67	169 Patient transfers to an	other VAMC?				
Day Shift         Yes         88         81.48           No         20         18.52           TOTAL         100           Evening Shift         Yes         22         78.57           No         6         21.43           TOTAL         20         100           Evening Shift         Yes         22         78.57           No         6         21.43         100           Night Shift         Yes         17         68           No         8         32         100           Emergency Department TOTAL         161         161           General Surgery         Day Shift         Yes         65         78.31           No         18         21.69         100         100           Evening Shift         Yes         8         66.67         100           Mo         4         33.33         100         100         100           Evening		other value:				
Yes         88         81.48           No         20         18.52           TOTAL         100         100           Evening Shift         Yes         22         78.57           No         6         21.43         100           TOTAL         28         100           Night Shift         Yes         17         68           No         8         32         100           Might Shift         Yes         17         68           No         8         32         100           Emergency Department TOTAL         161         161           General Surgery         Day Shift         Yes         65         78.31           No         18         21.69         100         100           Evening Shift         Yes         8         66.67           No         4         33.33         100           Evening Shift         Yes         8         66.67           No         4         33.33         100           TOTAL         Yes         8         60.67           No         4         33.33         100           Night Shift         Yes	Emergency Department	David SL:C				
No         20         18.52           TOTAL         108         100           Evening Shift         Yes         22         78.57           No         6         21.43           NO         6         21.43           TOTAL         28         100           Night Shift         Wes         17         68           No         8         32         100           Night Shift         Wes         17         68           No         8         32         100           Emergency Department TOTAL         25         100           Ceneral Surgery         Day Shift         Set         78.31           No         18         21.69         100           TOTAL         25         100         100           Emergency Department TOTAL         161         100           Mo         18         21.69         100           TOTAL         23         100         100           Evening Shift         Yes         8         66.67           No         4         33.33         100           TOTAL         24         33.33         100           Night Shift <td></td> <td>Day Shift</td> <td>Voo</td> <td>00</td> <td>01 40</td>		Day Shift	Voo	00	01 40	
TOTAL         108         100           Evening Shift         Yes         22         78.57           No         6         21.43           TOTAL         20         100           Night Shift         6           No         6         21.43           NOTAL         20         100           Night Shift         Yes         17         68           No         8         32         100           TOTAL         25         100         100           Emergency Department TOTAL         161           TOTAL         25         100           Day Shift         Yes         65         78.31           No         18         21.69         100           TOTAL         83         100           Day Shift         Yes         65         78.31           No         18         21.69         100           TOTAL         83         100           Evening Shift         Yes         8         66.67           No         4         33.33         100         100           Night Shift <td></td> <td></td> <td></td> <td></td> <td></td>						
Evening Shift         Yes         22         78.57           No         6         21.43         100           Night Shift         28         100           No         8         32           TOTAL         25         100           Emergency Department TOTAL         161         161           Sift           Mo         18         21.69           No         14         300           Evening Shift         Yes         8           No         4         30.00           No         4         30.00           Night Shift         Yes         3           Night Shift         Yes         3           No <td></td> <td></td> <td></td> <td></td> <td></td>						
Yes         22         78.57           No         6         21.43           TOTAL         28         100           Night Shift         Yes         17         68           No         8         32         707AL         25         100           Emergency Department TOTAL         25         100         25         100           General Surgery         Day Shift         Yes         65         78.31           No         18         21.69         7007AL         83         100           Evening Shift         Yes         65         78.31         No         18         21.69           TOTAL         83         100         18         21.69         7007AL         83         100           Evening Shift         Yes         8         66.67         No         4         33.33         100           Might Shift         Yes         3         60         No         4         33.33         707AL         12         100           Night Shift         Yes         3         60         No         2         40           No         2         40         707AL         5         100 <td></td> <td></td> <td>TOTAL</td> <td>100</td> <td>100</td>			TOTAL	100	100	
No         6         21.43           TOTAL         28         100           Night Shift         Yes         17         68           No         8         32           TOTAL         25         100           Emergency Department TOTAL         161           General Surgery           Day Shift           Yes         65         78.31           No         18         21.69           TOTAL         8         21.69           TOTAL         8         66.67           No         18         21.69           TOTAL         8         66.67           No         4         33.33           TOTAL         8         66.67           No         4         33.33         707           TOTAL         12         100           Night Shift           Yes         3         60           No         4         33.33         707           Yes         3         60         No         2         40            100		Evening Shift	Vee	22	70 57	
Night Shift         Yes         17         68           No         8         32           No         8         32           TOTAL         25         100           Emergency Department TOTAL         161           General Surgery           Yes         65         78.31           No         18         21.69           TOTAL         83         100           Evening Shift           Yes         65           TOTAL         23           TOTAL         83.33           TOTAL         23           Night Shift           Yes         8         66.67           No         4         33.33         3           TOTAL         12         100           Night Shift           Yes         3         60           No         2         40         No         2         40           No         2         40         100         100         100         100         100         100         100         100         100         100						
Night Shift         Yes         17         68           No         8         32           TOTAL         25         100           Emergency Department TOTAL         161           General Surgery         Yes         65         78.31           No         18         21.69           Day Shift         Yes         65         78.31           No         18         21.69         100           Evening Shift         Yes         8         66.67           No         4         33.33         100           Evening Shift         Yes         8         66.67           No         4         33.33         100           Evening Shift         Yes         3         60           No         4         33.33         100           Night Shift         Yes         3         60           No         2         40         100						
Yes         17         68           No         8         32           TOTAL         25         100           Emergency Department TOTAL         161         161           General Surgery         Day Shift         Yes         65         78.31           No         18         21.69         700         100           TOTAL         83         100           Evening Shift         Yes         8         66.67           No         4         33.33         100           Fight Shift           Yes         3         60           No         2         40           Night Shift         Yes         3         60           No         2         40         707AL         5         100			TOTAL	20	100	
No         8         32           TOTAL         25         100           Emergency Department TOTAL         161           General Surgery         Jay         Shift           No         18         21.69           No         18         21.69           TOTAL         83         100           TOTAL         83         100           Evening Shift         100         100           No         4         33.33           TOTAL         12         100           Night Shift         100         100           Night Shift         100         100           No         4         33.33           TOTAL         12         100		Night Shift				
TOTAL       25       100         Emergency Department TOTAL       161       161         General Surgery       Tyes       65       78.31         Day Shift       Yes       65       78.31         No       18       21.69         TOTAL       83       100         Evening Shift       Yes       8       66.67         No       4       33.33       100         Evening Shift       Yes       8       66.67         No       4       33.33       100         Evening Shift       Yes       8       66.67         No       4       33.33       100         Mon       4       33.33       100         Night Shift       Yes       3       60         No       2       40       100         No       2       40       100         No       2       40       100						
Emergency Department TOTAL         161           General Surgery         Day Shift         Yes         65         78.31           No         18         21.69         100           TOTAL         83         100           Evening Shift           Yes         8         66.67           No         4         33.33           TOTAL         12         100           Night Shift         Yes         3         60           No         2         40         No         2         40           TOTAL         5         100         100         100         100						
General Surgery         Day Shift         Yes         65         78.31         No         18         21.69         TOTAL         83         100           Evening Shift         Yes         8         66.67         No         4         33.33         100           Mo         4         33.33         TOTAL         12         100           Night Shift         Yes         3         60         No         2         40           No         2         40         TOTAL         5         100					100	
Day Shift       Yes       65       78.31         No       18       21.69         TOTAL       83       100         Evening Shift         Yes       8       66.67         No       4       33.33         TOTAL       12       100         Night Shift         Yes       3       60         No       2       40         TOTAL       5       100		Emergency	Department TOTAL	161		
Day Shift       Yes       65       78.31         No       18       21.69         TOTAL       83       100         Evening Shift         Yes       8       66.67         No       4       33.33         TOTAL       12       100         Night Shift         Yes       3       60         No       2       40         TOTAL       5       100	General Surgery					
Yes       65       78.31         No       18       21.69         TOTAL       83       100         Evening Shift       Yes       8       66.67         No       4       33.33       100         TOTAL       12       100         Night Shift       Yes       3       60         No       2       40       100         TOTAL       5       100	Seneral Sargery	Day Shift				
TOTAL       83       100         Evening Shift       Yes       8       66.67         No       4       33.33         TOTAL       12       100         Night Shift       Yes       3       60         No       2       40       100         TOTAL       5       100       100		2.49 51090	Yes	65	78.31	
Evening Shift         Yes         8         66.67           No         4         33.33           TOTAL         12         100           Night Shift         Yes         3         60           No         2         40           TOTAL         5         100						
Yes         8         66.67           No         4         33.33           TOTAL         12         100           Night Shift         Yes         3         60           No         2         40           TOTAL         5         100			TOTAL	83	100	
Yes         8         66.67           No         4         33.33           TOTAL         12         100           Night Shift         Yes         3         60           No         2         40           TOTAL         5         100		Fyoning Shift				
No         4         33.33           TOTAL         12         100           Night Shift         Yes         3         60           No         2         40           TOTAL         5         100		Livening Shiji	Yes	8	66.67	
TOTAL         12         100           Night Shift         Yes         3         60           No         2         40           TOTAL         5         100						
Night Shift         Yes         3         60           No         2         40           TOTAL         5         100						
Yes 3 60 No 2 40 <i>TOTAL</i> 5 100		Night Shift				
No         2         40           TOTAL         5         100		nıgnı Sniji	Yes	3	60	
<i>TOTAL</i> 5 100						
		Con		100		

Question/Work Area	Shift	Answer	Count	% of Tota
Q16. Are the following type	s of hand offs a concern o	r topic of interest a	t your fac	ility? (cont.
16a. Patient transfers to an Intensive Care Unit	other VAMC?			
	Day Shift			
		Yes	189	71.59
		No	75	28.41
		TOTAL	264	100
	Evening Shift			
	0 0	Yes	23	74.19
		No	8	25.81
		TOTAL	31	100
	Night Shift			
		Yes	114	73.08
		No	42	26.92
		TOTAL	156	100
	Intens	ive Care Unit TOTAL	451	
Medicine				
	Day Shift			
		Yes	82	69.49
		No	36	30.51
		TOTAL	118	100
	Evening Shift			
		Yes	24	82.76
		No	5	17.24
		TOTAL	29	100
	Night Shift			
		Yes	33	82.5
		No	7	17.5
		TOTAL	40	100
		Medicine TOTAL	187	
Medicine/Surgery				
J	Day Shift			
		Yes	140	76.09
		No	44	23.91
		TOTAL	184	100
	Evening Shift			
		Yes	44	72.13
		No	17	27.87
		TOTAL	61	100
	Night Shift			
		Yes	48	69.57
		No	21	30.43
		TOTAL	69	100
	Med	licine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Tot
Q16. Are the following type	s of hand offs a concern or	topic of interest a	t your fac	ility? (cont
16a. Patient transfers to an	other VAMC?			
Nursing Home Care				
	Day Shift	Vee	140	77.89
		Yes No	148 42	22.11
		TOTAL	42 190	100
		TOTAL	190	100
	Evening Shift			70.00
		Yes	34	70.83
		No	14	29.17
		TOTAL	48	100
	Night Shift			
		Yes	39	76.47
		No	12	23.53
		TOTAL	51	100
	Nursin	g Home Care TOTAL	289	
<b>Observation Unit</b>				
	Day Shift			
	Duy Shiji	Yes	3	60
		No	2	40
		TOTAL	5	100
	Night Shift			
	Night Shiji	Yes	1	25
		No	3	75
		TOTAL	4	100
	Obs	ervation Unit TOTAL	9	
24				
Other	Day Shift			
		Yes	280	73.68
		No	100	26.32
		TOTAL	380	100
	Evening Shift			
	Living Shiji	Yes	27	75
		No	9	25
		TOTAL	36	100
	Night Shift		-	
	Night Shift	Yes	31	91.18
		No	3	8.82
		TOTAL	34	0.02 100
				,00
		<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area Shift	Answer Cou	nt % of Total
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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** 

Rehabilitation

<not answered=""></not>			
	Yes	1	100
	TOTAL	1	100
Day Shift			
2 0	Yes	147	81.67
	No	33	18.33
	TOTAL	180	100
Evening Shift			
Litening Shift	Yes	46	82.14
	No	10	17.86
	TOTAL	56	100
Night Shift			
nışnı sniji	Yes	39	81.25
	No	9	18.75
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	
D CLIA			
Day Shift	Vee	04	04
	Yes No	21	84
	TOTAL	4 25	16 <i>100</i>
	TOTAL	25	100
Evening Shift			
	Yes	14	77.78
			- <u> </u>
	No	4	22.22
	No <i>TOTAL</i>	4 18	100
Night Shift	TOTAL	18	100
Night Shift	TOTAL Yes	18 6	<i>100</i> 60
Night Shift	TOTAL	18	100

**Rehabilitation TOTAL** 

53

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following type	s of hand offs a concern or	topic of interest at	t your fac	ility? (cont.)
16a. Patient transfers to an Spinal Cord Injury	other VAMC?			
	Day Shift			
		Yes	41	78.85
		No	11	21.15
		TOTAL	52	100
	Evening Shift			
		Yes	13	65
		No	7	35
		TOTAL	20	100
	Night Shift			
		Yes	6	66.67
		No	3	33.33
		TOTAL	9	100
	Spina	l Cord Injury TOTAL	81	

**Step-Down Care Unit** 

Day Shift			
Ŷ	′es 3	87 8	32.22
	No	8 1	7.78
TOTA	AL 4	45	100
Evening Shift			
Ŷ	′es	3	100
TOTA	AL.	3	100
Night Shift			
Ŷ	′es 1	4 7	3.68
	No	5 2	26.32
TOTA	AL 1	19	100
Step-Down Care Unit TOTA	L 6	<b>57</b>	
Ques 16a TOTA	L 244	8	

Question/Work Area	Shift	Answer	Count	% of Tota
Q16. Are the following type	s of hand offs a concern	or topic of interest at	z your fac	ility? (cont.)
16b. Patient transfers from < <u>Not Answered</u> >	another VAMC?			
Not Answered>	<not answered=""></not>			
	Not Answereu>	Yes	1	100
		TOTAL	1	100
	•	<not answered=""> TOTAL</not>	1	
16b. Patient transfers from Emergency Department	another VAMC?			
Emergency Department	Day Shift			
	Duy Shiji	Yes	94	87.04
		No	14	12.96
		TOTAL	108	100
	Evening Shift			
	Liting Shift	Yes	21	75
		No	7	25
		TOTAL	28	100
	Night Shift			
		Yes	20	80
		No	5	20
		TOTAL	25	100
	Emerge	ncy Department TOTAL	161	
General Surgery				
	Day Shift			
		Yes	65	78.31
		No	18	21.69
		TOTAL	83	100
	Evening Shift			
		Yes	8	66.67
		No	4	33.33
		TOTAL	12	100
	Night Shift			
		Yes	4	80
		No	1	20 100
		TOTAL	5	100
		General Surgery TOTAL	100	

No         64 TOTAL         242 204         TOTAL           Evening Shift         Yes         24         77.42           No         7         22.56           TOTAL         31         00           Night Shift         Yes         124         77.42           No         32         20.55         707.42         156         100           Night Shift         Yes         124         79.46         No         32         20.55           Moi         32         20.55         707.42         156         100           Intensive Care Unit TOTAL         457         457         100         100         25.42           Medicine         Yes         78         74.54         100         25.42           Moi         30         25.42         707.40         118         100           Evening Shift         Yes         22         75.86         No         7         17.42           Moi         7         17.42         100         No         7         17.42           Moi         7         77.42         100         100         100         100           Medicine/Surgery         Day         Shift	Question/Work Area	Shift	Answer	Count	% of Total
Intensive Care Unit         Day Shift         Yes         200         75.76           NO         64         224.22         707AL         264         100           Evening Shift         Yes         24         77.42         74.00           NO         64         22.25         707AL         31         100           Night Shift         Yes         124         79.44         131         100           No         32         20.57         707AL         156         100           No         32         20.57         707AL         156         100           Medicine         Yes         124         79.44         113         100           Medicine         Yes         88         74.56         100           No         30         25.42         113         119         100           Evening Shift         Yes         88         74.56         113         119         100           Evening Shift         Yes         33         82.4         100         113         119         100           Night Shift         Yes         33         82.4         100         113         100         100 <td< th=""><th>Q16. Are the following types</th><th>s of hand offs a concern</th><th>or topic of interest a</th><th>t your fac</th><th>ility? (cont.)</th></td<>	Q16. Are the following types	s of hand offs a concern	or topic of interest a	t your fac	ility? (cont.)
Day Shift         Yes         200         75.74           No         64         224.22           TOTAL         264         100           Evening Shift         Yes         24           No         7         22.56           TOTAL         31         100           Night Shift         Yes         124         79.46           No         7         22.56         707.41         31         100           Night Shift         Yes         124         79.46         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         124         145         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100		another VAMC?			
Yes         200         75.76           No         64         22.26           TOTAL         264         100           Evening Shift         Yes         24         77.4           No         7         22.56         707.1.         31         100           Night Shift         Yes         124         79.46         No         32         22.05           TOTAL         156         100         No         32         22.05         100           Medicine         Yes         124         79.46         No         32         22.05           TOTAL         156         100         Intensive Care Unit TOTAL         451         100           Medicine         Yes         124         79.46         No         30         25.44           Modicine         Yes         118         100         100         118         100           Evening Shift         Yes         22         75.86         No         7         24.14           TOTAL         189         70         118         100         100         100           Night Shift         Yes         33         82.2         75.86         No         12.22.	Intensive Care Ont	Day Shift			
No         64 TOTAL         242 204         TOTAL           Evening Shift         Yes         24         77.42           No         7         22.56           TOTAL         31         00           Night Shift         Yes         124         77.42           No         32         20.55         707.42         156         100           Night Shift         Yes         124         79.46         No         32         20.55           Moi         32         20.55         707.42         156         100           Intensive Care Unit TOTAL         457         457         100         100         25.42           Medicine         Yes         78         74.54         100         25.42           Moi         30         25.42         707.40         118         100           Evening Shift         Yes         22         75.86         No         7         17.42           Moi         7         17.42         100         No         7         17.42           Moi         7         77.42         100         100         100         100           Medicine/Surgery         Day         Shift		Duy Shiji	Yes	200	75.76
TOTAL         264         100           Evening Shift         Yes         24         77.42           No         7         22.56           TOTAL         31         100           Night Shift         Yes         124         79.46           No         32         20.51         707.4L         156         100           No         32         20.51         707.4L         156         100           Medicine         Yes         124         79.46         100           Medicine         Yes         124         79.46         100           Medicine         Yes         118         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100 <t< td=""><td></td><td></td><td></td><td></td><td>24.24</td></t<>					24.24
Yes         24         77.42           N0         7         22.53           TOTAL         31         100           Night Shift         Yes         124         79.44           No         32         20.55           TOTAL         156         100           Intensive Care Unit TOTAL         451           Medicine         Day Shift         Yes         88         74.56           No         30         25.44         707.41         118         100           Evening Shift         Yes         22         75.86         No         7         24.14           TOTAL         118         100         118         100         118         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100 <td></td> <td></td> <td></td> <td></td> <td>100</td>					100
Yes         24         77.42           N0         7         22.53           TOTAL         31         100           Night Shift         Yes         124         79.44           No         32         20.55           TOTAL         156         100           Intensive Care Unit TOTAL         451           Medicine         Day Shift         Yes         88         74.56           No         30         25.44         707.41         118         100           Evening Shift         Yes         22         75.86         No         7         24.14           TOTAL         118         100         118         100         118         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100 <td></td> <td>Evening Shift</td> <td></td> <td></td> <td></td>		Evening Shift			
No         7         22.56 707AL           Night Shift         Yes         124         79.46 No           No         32         20.57 707AL         156         100           Intensive Care Unit TOTAL         451         451         451           Medicine         Yes         88         74.56 No         30         25.42 707AL         118         100           Medicine         Yes         88         74.56 No         30         25.42 707AL         118         100           Medicine         Yes         82         75.86 No         7         24.14 707AL         7         118         100           Night Shift         Yes         33         82.6 No         7         118         100           Night Shift         Yes         33         82.6 No         7         17.5           Medicine/Surgery         Day Shift         Yes         142         77.11 No         42         22.86 No         100           Medicine/Surgery         Day Shift         Yes         142         77.17 No         42         22.86 No         100           Medicine/Surgery         Yes         142         77.17 No         164         100           Mo		Evening Shiji	Yes	24	77.42
Night Shift         Yes         124         79.40           No         32         20.57           TOTAL         156         100           Intensive Care Unit TOTAL         451         451           Medicine         Day Shift         Yes         88         74.55           Medicine         Day Shift         Yes         88         74.55           Medicine         Day Shift         Yes         88         74.55           Medicine         Yes         88         74.55           Medicine         Yes         88         74.55           Medicine         Yes         88         74.55           Medicine         Yes         82         75.86           No         7         24.14         707.41         118         100           Night Shift         Yes         33         82.5         No         7         17.5           Medicine/Surgery         Medicine TOTAL         187         100         100         100           Medicine/Surgery         Day Shift         Yes         142         77.11           Medicine/Surgery         Yes         142         77.11         100         100           Wes					
Night Shift         Yes         124         79.45           No         32         20.57           TOTAL         156         100           Intensive Care Unit TOTAL         451           Medicine         Yes         88         74.56           Main Shift         Yes         88         74.56           No         30         25.42           No         30         25.42           TOTAL         118         100           Evening Shift         Yes         22         75.86           No         30         22.41         27.58           No         7         17.12         29         100           Evening Shift         Yes         33         82.5           No         7         17.5         707AL         40         700           Medicine/Surgery         Day Shift         Yes         142         77.12           No         7         77.12         707AL         40         700           Medicine/Surgery         Day Shift         Yes         142         77.13           No         7         76.5         73.77         70.74         70.74           No					100
Yes         124         79.45           No         32         20.51           TOTAL         156         100           Intensive Care Unit TOTAL         451           Medicine         Yes         88         74.55           Moo         30         25.42           No         30         25.42           No         30         25.42           TOTAL         118         100           Evening Shift         Yes         22         75.86           No         7         24.14           TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine/Surgery         Day Shift         Yes         142         77.17           Medicine/Surgery         Day Shift         Yes         142         77.17           Mod         42         22.28         70.71         No         42         22.28           Medicine/Surgery         Day Shift         Yes         142         77.17           Mod         42         22.28         70.71         No		Nicht Shift			
No 32 20.5 TOTAL 156 100 Intensive Care Unit TOTAL 451 Medicine Day Shift Terening Shift Evening Shift Terening Shift Terening Shift Yes 33 82.5 No 7 24.11 TOTAL 29 100 Night Shift Yes 33 82.5 No 7 17.5 TOTAL 40 100 Medicine TOTAL 187 Medicine/Surgery Medicine/Surgery Day Shift Yes 45 73.77 No 16 2622 TOTAL 67 100 Night Shift Yes 51 73.91 No 18 2650 No 18 2650 TOTAL 69 100 No 18 2650 TOTAL 69 100 No 18 2650 TOTAL 69 100 Medicine 7074L 69 100 No 18 2650 TOTAL 69 100 TOTAL 60 TOTAL		migni Sniji	Vac	124	79 49
TOTAL         156         100           Intensive Care Unit TOTAL         451           Medicine         Day Shift         Yes         88         74.56           Day Shift         Yes         88         74.56         No         30         25.42           No         30         25.42         TOTAL         118         100           Evening Shift         Yes         22         75.86         No         7         24.14           TOTAL         29         100         7         24.14         707AL         29         100           Night Shift         Yes         33         82.5         No         7         17.5         707AL         40         100           Medicine/Surgery         Day Shift         Yes         33         82.5         No         7         17.5           Medicine/Surgery         Day Shift         Yes         142         77.11         No         42         22.83           Medicine/Surgery         Day Shift         Yes         142         77.11         No         42         22.28           Medicine/Surgery         Mo         16         26.20         70.71         No         16         26.22					
Intensive Care Unit TOTAL         451           Medicine         Day Shift         Yes         68         74.56           No         30         25.42         118         100           TOTAL         118         100         100         118         100           Evening Shift         Yes         22         75.86         No         7         24.14           TOTAL         29         100         No         7         24.14         707AL         29         100           Night Shift         Yes         33         82.5         No         7         17.5           No         7         17.5         No         7         17.5         100           Medicine/Surgery         Day Shift         Yes         33         82.5         No         7         17.5           Medicine/Surgery         Day Shift         Yes         34         27.71         No         40         100           Medicine/Surgery         Day Shift         Yes         142         77.71         No         42         22.83           TOTAL         164         100         100         100         100         100         100           Medicine					
Medicine Day Shift Yes 88 74.56 No 30 25.42 TOTAL 118 100 Evening Shift Yes 22 75.80 No 7 24.14 TOTAL 29 100 Night Shift Yes 33 82.5 No 7 17.5 TOTAL 40 100 Medicine TOTAL 187 Medicine/Surgery Day Shift Yes 142 77.17 No 42 22.83 TOTAL 184 100 Evening Shift Yes 45 73.77 No 16 26.23 TOTAL 61 100 Night Shift Yes 51 73.97 No 16 26.23 TOTAL 61 100 Night Shift		Tert			100
Day Shift         Yes         88         74.55           No         30         25.42           TOTAL         118         100           Evening Shift         Yes         22         75.86           No         7         24.14           TOTAL         70         7         17.5           TOTAL         40         100         100           Medicine/Surgery         Medicine TOTAL         187           Medicine/Surgery         12         77.17           No         42         22.85           TOTAL         184         100           Evening Shift         Yes         45           Wo         16         26.23           TOTAL         61         100           No         16         26.23           TOTAL         61         100           No         18		Inu	ensive Care Unit TOTAL	401	
Day Shift         Yes         88         74.55           No         30         25.42           TOTAL         118         100           Evening Shift         Yes         22         75.86           No         7         24.14           TOTAL         70         7         17.5           TOTAL         40         100         100           Medicine/Surgery         Medicine TOTAL         187           Medicine/Surgery         12         77.17           No         42         22.85           TOTAL         184         100           Evening Shift         Yes         45           Wo         16         26.23           TOTAL         61         100           No         16         26.23           TOTAL         61         100           No         18	Medicine				
Yes         88         74.56           No         30         25.42           TOTAL         118         00           Evening Shift         Yes         22         75.86           No         7         24.14           TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           No         7         17.5           TOTAL         40         100           Medicine/Surgery         7         17.5           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         142         77.17         No         42         22.83           TOTAL         184         100         104         100         104         100         104         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100		Day Shift			
No         30         25.42 TOTAL           TOTAL         118         100           Evening Shift         Yes         22         75.86 No           No         7         24.14           TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine/Surgery         Medicine TOTAL         187           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         142         77.17         No         42         22.83           TOTAL         184         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100<		Duy Shiji	Yes	88	74.58
TOTAL         118         100           Evening Shift         Yes         22         75.86           No         7         24.14           TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine TOTAL         187         7           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Medicine/Surgery         Yes         142         77.17         No         42         22.83           Medicine/Surgery         Yes         142         77.17         No         42         22.83           Modicine/Surgery         Day Shift         Yes         143         100           Evening Shift         Yes         45         73.77         No         16         26.23           Modi 16         26.23         707AL         61         100         100         16         26.23           Modi 18         26.06         70.74         18         26.06         27.39					
Evening Shift         Yes         22         75.86           No         7         24.14           TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine TOTAL         187         100           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         142         77.17         No         42         22.83           TOTAL         184         100         184         100         184         100           Evening Shift         Yes         142         77.17         No         42         22.83           TOTAL         184         100         184         100         100           Evening Shift         Yes         5         73.97         No         16         26.23           TOTAL         61         1000         18         26.08         100         130         26.09           No         18         26.09 </td <td></td> <td></td> <td></td> <td></td> <td>100</td>					100
Yes         22         75.86           No         7         24.14           TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine TOTAL         40         100           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         142         77.17         No         42         22.83           Modifier         Yes         17.5         73.97         No         16         26.23           Modifier         Yes         45         73.77         No         16         26.23           Modifier         Yes         51         73.91         No         16         26.23           Modifier         Yes         51         73.91         No         16         26.02           Modifier         Yes         51         73.91         No         18         26.03         707AL         69         100		Evoning Shift			
No         7         24.14           TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine TOTAL         40         100           Medicine TOTAL         187         7           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         144         100           Evening Shift         Yes         142         77.17         No         42         22.83           TOTAL         184         100         100         100         100         100           Evening Shift         Yes         45         73.77         No         16         26.22           TOTAL         61         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100 <t< td=""><td></td><td>Evening Shiji</td><td>Ves</td><td>22</td><td>75.86</td></t<>		Evening Shiji	Ves	22	75.86
TOTAL         29         100           Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine TOTAL         187         187           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         142         22.83           TOTAL         184         100         184         100           Evening Shift         Yes         57.377           No         16         26.22         707AL         61         100           Night Shift         Yes         51         73.91           No         184         100           Night Shift         Yes         51         70.91           No         184         26.05           TOTAL         61         100         100         100           No         18         26.05         70.74         69         100					
Night Shift         Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine TOTAL         187         7           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         45         73.77         No         42         22.83           TOTAL         184         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100					
Yes         33         82.5           No         7         17.5           TOTAL         40         100           Medicine TOTAL         187         187           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         45         73.77         No         42         22.83           TOTAL         184         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100		N'- 1.4 CL '64	TOTAL	20	100
No         7         17.5 TOTAL         40         100           Medicine TOTAL         187         187         187           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.85         707AL         184         100           Evening Shift         Yes         45         73.77         No         42         22.85           TOTAL         184         100         100         100         100         100           Evening Shift         Yes         45         73.77         No         16         26.23           Modified         Yes         51         73.97         No         16         26.23           Might Shift         Yes         51         73.97         No         16         26.23           Modified         Yes         51         73.97         No         18         26.09           No         18         26.09         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100		Night Shift	Vac	22	90 F
TOTAL         40         100           Medicine TOTAL         187         187           Medicine/Surgery         Yes         142         77.17           No         42         22.83           TOTAL         184         100           Evening Shift         Yes         45         73.77           No         16         26.23           TOTAL         184         100           Evening Shift         Yes         51         73.73           No         16         26.23         100           TOTAL         61         100         100           Night Shift         Yes         51         73.91           No         18         26.05         100           TOTAL         69         100					
Medicine TOTAL         187           Medicine/Surgery         Day Shift         Yes         142         77.17           No         42         22.83         707AL         184         100           Evening Shift         Yes         45         73.77         No         16         26.23           Mo         16         26.23         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100					
Medicine/Surgery         Day Shift           Yes         142         77.17           No         42         22.83           TOTAL         184         100           Evening Shift         7         184           No         16         26.23           TOTAL         61         100           Night Shift         Yes         51         73.97           No         16         26.23         100           TOTAL         61         100         100           Night Shift         Yes         51         73.97           No         18         26.09         100           No         18         26.09         100           TOTAL         69         100         100					100
Day Shift         Yes         142         77.17           No         42         22.83           TOTAL         184         100           Evening Shift         Yes         45         73.77           No         16         26.23           TOTAL         61         100           Night Shift         Yes         51         73.91           No         18         26.09         100           TOTAL         69         100         100			Medicine TOTAL	187	
Day Shift         Yes         142         77.17           No         42         22.83           TOTAL         184         100           Evening Shift         Yes         45         73.77           No         16         26.23           TOTAL         61         100           Night Shift         Yes         51         73.91           No         18         26.09         100           TOTAL         69         100         100	Modiaino/Surgary				
Yes       142       77.17         No       42       22.83         TOTAL       184       100         Evening Shift       Yes       45       73.77         No       16       26.23       70TAL       61       100         Night Shift       Yes       51       73.91         No       18       26.09       70TAL       69       100	Weutchie/Surgery	Day Shift			
No       42       22.83         TOTAL       184       100         Evening Shift       Yes       45       73.77         No       16       26.23         TOTAL       61       100         Night Shift       Yes       51       73.91         No       18       26.09         TOTAL       69       100		Day Shiji	Yes	142	77 17
TOTAL       184       100         Evening Shift       Yes       45       73.77         No       16       26.23         TOTAL       61       100         Night Shift       Yes       51       73.91         No       18       26.09         TOTAL       69       100					
Evening Shift         Yes         45         73.77           No         16         26.23           TOTAL         61         100           Night Shift         Yes         51         73.91           No         18         26.09           TOTAL         69         100					100
Yes         45         73.77           No         16         26.23           TOTAL         61         100           Night Shift         Yes         51         73.91           No         18         26.09           TOTAL         69         100		Evening Shift			
No         16         26.23           TOTAL         61         100           Night Shift         Yes         51         73.91           No         18         26.09           TOTAL         69         100		Evening Snift	Voc	45	73 77
TOTAL         61         100           Night Shift         Yes         51         73.91           No         18         26.09           TOTAL         69         100					
Night Shift         Yes         51         73.91           No         18         26.09           TOTAL         69         100					
Yes         51         73.91           No         18         26.09           TOTAL         69         100		X7· 1 / 01·0	TOTAL	01	100
No 18 26.09 <i>TOTAL</i> 69 100		Night Shift	V	E 4	70.04
<i>TOTAL</i> 69 100					
					100
Medicine/Surgery TOTAL 314		Ν	Iedicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following type	s of hand offs a concern o	r topic of interest at	your fac	ility? (cont.)
16b. Patient transfers from	another VAMC?			
Nursing Home Care				
	Day Shift	Yes	150	83.16
		No	158 32	16.84
		TOTAL	32 190	10.04
		TOTAL	100	100
	Evening Shift	Vee	20	04.05
		Yes	39	81.25
		No	9	18.75
		TOTAL	48	100
	Night Shift			
		Yes	40	78.43
		No	11	21.57
		TOTAL	51	100
	Nursi	ng Home Care TOTAL	289	
<b>Observation Unit</b>				
	Day Shift			
		Yes	4	80
		No	1	20
		TOTAL	5	100
	Night Shift			
	Might Shiji	Yes	2	50
		No	2	50
		TOTAL	4	100
	Ob	servation Unit TOTAL	<del>9</del>	100
Other	Day Shift			
	Day Shift	Yes	281	73.95
		No	99	26.05
		TOTAL	380	100
		TOTAL	000	100
	Evening Shift	V	20	77 70
		Yes	28	77.78
		No	8	22.22
		TOTAL	36	100
	Night Shift		00	<u> </u>
		Yes	30	88.24
		No	4	11.76
		TOTAL	34	100
		<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area Shift	Answer Cou	nt % of Total
--------------------------	------------	---------------

16b. Patient transfers from another VAMC? Psychiatry

Rehabilitation

<not answered=""></not>			
	Yes	1	100
	TOTAL	1	100
Day Shift			
5 5	Yes	157	87.22
	No	23	12.78
	TOTAL	180	100
Evening Shift			
0 0	Yes	48	85.71
	No	8	14.29
	TOTAL	56	100
Night Shift			
0 0	Yes	40	83.33
	No	8	16.67
	TOTAL	48	100
	Psychiatry TOTAL	285	
Day Shift			
Eug Shiji	Yes	21	84
	No	4	16
	TOTAL	25	100
Evening Shift			
-	Yes	15	83.33

No

Yes

No

TOTAL

TOTAL

**Rehabilitation TOTAL** 

3

18

7

3

10

53

16.67

100

70

30

100

Night Shift

P16. 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 TOTAL 52 100 Evening Shift Yes 15 75 No 5 25 TOTAL 20 100 Night Shift Yes 6 66.67 No 3 33.33 TOTAL 9 100 Spinal Cord Injury TOTAL 81 Step-Down Care Unit Day Shift Yes 41 91.11 No 4 88.89 TOTAL 45 100 Evening Shift Yes 3 100 TOTAL 45 100 Night Shift Yes 13 68.42 No 6 31.58 TOTAL 19 100 Step-Down Care Unit TOTAL 67 Yes 13 68.42 No 6 31.58 TOTAL 19 100 Step-Down Care Unit TOTAL 67	Question/Work Area	Shift	Answer	Count	% of Total
Spinal Cord Injury         Day Shift         Yes         42         80.71           No         10         19.23         707AL         52         100           Evening Shift         Yes         15         75           No         5         225         707AL         20         100           Night Shift         Yes         15         75           No         5         225         707AL         20         100           Night Shift         Yes         6         66.67         No         3         33333         707AL         9         100         Spinal Cord Injury TOTAL         81         707AL         9         100         707AL         9         100         707AL         9         100         707AL         81         701         70         700         707AL         9         100         707A         70         700         700         707AL         70         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700 <th>Q16. Are the following types</th> <th>of hand offs a concern or</th> <th>r topic of interest a</th> <th>t your fac</th> <th>ility? (cont.)</th>	Q16. Are the following types	of hand offs a concern or	r topic of interest a	t your fac	ility? (cont.)
Day Shift         Yes         42         80.77           No         10         19.23           TOTAL         52         100           Evening Shift         Wes         15         75           No         5         25           TOTAL         50         100           No         5         25           TOTAL         20         100           Night Shift         Yes         6         66.67           No         3         33.33         TOTAL         9         100           Step-Down Care Unit         Yes         6         66.67         No         3         33.33           TOTAL         9         100         Spinal Cord Injury TOTAL         81         81           Step-Down Care Unit         Yes         41         91.11           No         4         8.89         707AL         45         100           Evening Shift         Yes         3         100         100           TOTAL         3         100         100         100         100           Might Shift         Yes         13         68.42         No         6         31.58		another VAMC?			
Yes         42         80.77 No           No         10         19.23 707AL         52           TOTAL         52         100           Evening Shift         Yes         15         75 No           No         5         25 TOTAL         20         100           Night Shift         Yes         6         66.67 No         3         33.33 TOTAL         9         100           Step-Down Care Unit         Day Shift         Yes         41         91.11 No         4         8.89 TOTAL         45         100           Step-Down Care Unit         Yes         3         100         707AL         45         100           Bay Shift         Yes         3         100         707AL         45         100           Bay Shift         Yes         3         100         707AL         45         100           Bay Shift         Yes         3         100         707AL         3         100           Night Shift         Yes         13         68.42         No         6         31.58           TOTAL         19         100         100         100         100         100           Step-Down Care Unit TOTAL		Day Shift			
TOTAL         52         100           Evening Shift         Yes         15         75           No         5         25           TOTAL         20         100           Night Shift         Yes         6         66.67           No         3         33.33         100           TOTAL         9         100         100           Step-Down Care Unit         B1         9         100           Step-Down Care Unit         81           Out Spinal Cord Injury TOTAL         81           Step-Down Care Unit         9         100           Day Shift         Yes         41         91.11           No         4         8.89         100         100           TOTAL         45         100         100         100           Evening Shift         Yes         3         100         100           No         6         31.58         100         100         100           No         6         31.58         100         100         100         100         100         100         100         100         100         100         100         100 </td <td></td> <td>Duy Shiji</td> <td>Yes</td> <td>42</td> <td>80.77</td>		Duy Shiji	Yes	42	80.77
Evening Shift         Yes         15         75           No         5         25           TOTAL         20         100           Night Shift         Yes         6         66.67           No         3         33.33           TOTAL         9         100           Step-Down Care Unit         81         707           Day Shift         Yes         41         91.11           No         4         8.89         707           TOTAL         45         100           Evening Shift         Yes         3         100           Wight Shift         Yes         3         100           Wight Shift         Yes         3         100           TOTAL         45         100         100           Bight Shift         Yes         3         100           Night Shift         Yes         13         68.42           No         6         31.58         100           No         6         31.58         100           No         6         31.58         100           No         6         31.58         100           No         6 <td></td> <td></td> <td>No</td> <td>10</td> <td>19.23</td>			No	10	19.23
Yes         15         75           No         5         225           TOTAL         20         100           Night Shift         Yes         6         66.67           No         3         33.33           TOTAL         9         100           Step-Down Care Unit         81         Step-Down Care Unit         81           Step-Down Care Unit         Yes         41         91.11           No         4         8.89         707AL         45         100           Evening Shift         Yes         3         100         707AL         3         100           Night Shift         Yes         3         68.42         No         6         31.58           TOTAL         19         100         86.42         No </td <td></td> <td></td> <td>TOTAL</td> <td>52</td> <td>100</td>			TOTAL	52	100
Yes         15         75           No         5         225           TOTAL         20         100           Night Shift         Yes         6         66.67           No         3         33.33           TOTAL         9         100           Step-Down Care Unit         81         Step-Down Care Unit         81           Step-Down Care Unit         Yes         41         91.11           No         4         8.89         707AL         45         100           Evening Shift         Yes         3         100         707AL         3         100           Night Shift         Yes         3         68.42         No         6         31.58           TOTAL         19         100         86.42         No </td <td></td> <td>Evening Shift</td> <td></td> <td></td> <td></td>		Evening Shift			
No         5         25           TOTAL         20         100           Night Shift         Yes         6         66.67           No         3         33.33           TOTAL         9         100           Spinal Cord Injury TOTAL         81         88           Step-Down Care Unit         Yes         41         91.11           No         4         8.89         707AL         45         100           Evening Shift         Yes         3         100         707AL         35         100           Wight Shift         Yes         3         100         707AL         35         100           Evening Shift         Yes         3         100         707AL         3         100           Night Shift         Yes         3         68.42         3         100           Night Shift         Yes         13         68.42         3         100           No         6         31.58         707AL         19         100           Step-Down Care Unit TOTAL         67         707         707         707		Liening Shiji	Yes	15	75
Night Shift         Yes         6         66.67           No         3         33.33           TOTAL         9         100           Spinal Cord Injury TOTAL         81         700           Step-Down Care Unit         Mo         4         91.11           No         4         91.11         No         4         8.89           TOTAL         45         100         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700			No		
Night Shift         Yes         6         66.67           No         3         33.33           TOTAL         9         100           Spinal Cord Injury TOTAL         81         700           Step-Down Care Unit         Mo         4         91.11           No         4         91.11         No         4         8.89           TOTAL         45         100         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700         700			TOTAL	20	
Yes         6         66.67           No         3         33.33           TOTAL         9         100           Spinal Cord Injury TOTAL         81           Step-Down Care Unit         Yes         41         91.11           No         4         8.89         707AL         45         100           Evening Shift         Yes         3         100         707AL         45         100           Bight Shift         Yes         3         100         707AL         3         100           Night Shift         Yes         3         68.42         No         6         31.58           TOTAL         19         100         707AL         19         100           Step-Down Care Unit TOTAL         67         700         700         700		Night Shift			
No         3         33.33 707AL         9         100           Spinal Cord Injury TOTAL         81         81           Step-Down Care Unit         Yes         41         91.11           No         4         8.89         707AL         45         100           Step-Down Care Unit         Yes         41         91.11         No         4         8.89           TOTAL         45         100         707AL         45         100           Evening Shift         Yes         3         100         707AL         3         100           Night Shift         Yes         13         68.42         No         6         31.58           TOTAL         19         100         707AL         19         100		Ivigni Sniji	Yes	6	66 67
TOTAL       9       100         Spinal Cord Injury TOTAL       81         Step-Down Care Unit       Day Shift       Step-Down         Day Shift       Yes       41       91.11         No       4       8.89       707AL       45       100         Evening Shift       Yes       3       100       707AL       3       100         No       4       8.89       707AL       45       100       700         Evening Shift       Yes       3       100       707AL       3       100         Night Shift       Yes       13       68.42       8.9       100       100         Step-Down Care Unit TOTAL       19       100       100       100       100         Step-Down Care Unit TOTAL       67       100       100       100       100					
Spinal Cord Injury TOTAL         81           Step-Down Care Unit         Day Shift         Yes         41         91.11           No         4         8.89         100         45         100           Evening Shift         Yes         3         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100         100 <td></td> <td></td> <td></td> <td></td> <td></td>					
Day Shift       Yes       41       91.11         No       4       8.89         TOTAL       45       100         Evening Shift       Yes       3       100         TOTAL       3       100       100         TOTAL       3       100       100         TOTAL       3       100       100         Night Shift       Yes       13       68.42         No       6       31.58         TOTAL       19       100         Step-Down Care Unit TOTAL       67       67		Spina			
Day Shift       Yes       41       91.11         No       4       8.89         TOTAL       45       100         Evening Shift       Yes       3       100         TOTAL       3       100       100         TOTAL       3       100       100         TOTAL       3       100       100         Night Shift       Yes       13       68.42         No       6       31.58         TOTAL       19       100         Step-Down Care Unit TOTAL       67       67	Sten-Down Care Unit				
Yes       41       91.11         No       4       8.89         TOTAL       45       100         Evening Shift       Yes       3       100         TOTAL       3       100       100         TOTAL       3       100       100         Night Shift       Yes       13       68.42         No       6       31.58         TOTAL       19       100         Step-Down Care Unit TOTAL       67	Step-Down Care Ont	Day Shift			
No       4       8.89         TOTAL       45       100         Evening Shift       Yes       3       100         TOTAL       3       100       100         TOTAL       3       100       100         Night Shift       Yes       13       68.42         No       6       31.58       100         TOTAL       19       100       100         Step-Down Care Unit TOTAL       67       67       100		Day Shiji	Yes	41	91 11
TOTAL       45       100         Evening Shift       Yes       3       100         Yes       3       100       100         TOTAL       3       100       100         Night Shift         Yes       13       68.42         No       6       31.58         TOTAL       19       100         Step-Down Care Unit TOTAL       67					
Evening Shift         Yes         3         100           TOTAL         3         100           Night Shift         Yes         13         68.42           No         6         31.58           TOTAL         19         100           Step-Down Care Unit TOTAL         67					
Yes         3         100           TOTAL         3         100           Night         Shift         Yes         13         68.42           No         6         31.58         100           TOTAL         19         100         100           Step-Down Care Unit TOTAL         67		Energian Shift			
TOTAL       3       100         Night       Shift       Yes       13       68.42         No       6       31.58       707AL       19       100         Step-Down Care Unit TOTAL       67		Evening Sniji	Voc	2	100
Night Shift         Yes         13         68.42           No         6         31.58           TOTAL         19         100           Step-Down Care Unit         TOTAL         67					
Yes         13         68.42           No         6         31.58           TOTAL         19         100           Step-Down Care Unit         TOTAL         67			TOTAL	0	100
No         6         31.58           TOTAL         19         100           Step-Down Care Unit         TOTAL         67		Night Shift	Var	10	69.40
TOTAL19100Step-Down Care UnitTOTAL67					
Step-Down Care Unit TOTAL67					
					100
Ques 16b TOTAL 2448		Step-Dov			
			Ques 16b TOTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following types	s of hand offs a concern	or topic of interest a	t your fac	ility? (cont.)
16c. Patient transfers to a n <not answered=""></not>	on-VA hospital?			
	<not answered=""></not>			
		Yes	1	100
		TOTAL	1	100
		<not answered=""> TOTAL</not>	1	
16c. Patient transfers to a n Emergency Department	on-VA hospital?			
Emergency Department	Day Shift			
	Duy Shiji	Yes	91	84.26
		No	17	15.74
		TOTAL	108	100
	Evening Shift			
	0 0	Yes	24	85.71
		No	4	14.29
		TOTAL	28	100
	Night Shift			
		Yes	18	72
		No	7	28
		TOTAL	25	100
	Emerge	ency Department TOTAL	161	
General Surgery				
	Day Shift			
		Yes	59	71.08
		No	24	28.92
		TOTAL	83	100
	Evening Shift			<b></b>
		Yes	8	66.67
		No <i>TOTAL</i>	4	33.33
		IOIAL	12	100
	Night Shift		•	
		Yes	3	60 40
		No <i>TOTAL</i>	2 5	40 1 <i>00</i>
				100
		General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following types	of hand offs a concern o	r topic of interest at	t your fac	ility? (cont.)
16c. Patient transfers to a no Intensive Care Unit	on-VA hospital?			
	Day Shift			
	Day Shiji	Yes	200	75.76
		No	64	24.24
		TOTAL	264	100
	Evening Shift			
	Litening Shift	Yes	20	64.52
		No	11	35.48
		TOTAL	31	100
	Night Shift			
		Yes	114	73.08
		No	42	26.92
		TOTAL	156	100
	Intens	ive Care Unit TOTAL	451	
Medicine				
Medicille	Dan Shift			
	Day Shift	Yes	85	72.03
		No	33	27.97
		TOTAL	118	100
	Energia Chift	101112		
	Evening Shift	Yes	23	79.31
		No	6	20.69
		TOTAL	29	100
	Ni-L4 Shift	101112	20	
	Night Shift	Yes	32	80
		No	8	20
		TOTAL	40	100
		Medicine TOTAL	187	100
Medicine/Surgery	Day Shift			
	Day Shift	Yes	139	75.54
		No	45	24.46
		TOTAL	184	100
	Evening Shift			
	Lionnig Shiji	Yes	40	65.57
		No	21	34.43
		TOTAL	61	100
	Night Shift			
	πιςπι σπιμ	Yes	43	62.32
		No	26	37.68
		TOTAL	69	100
			-	

Question/Work Area	Shift	Answer	Count	% of Tota
Q16. Are the following types	of hand offs a concern or	topic of interest at	t your fac	ility? (cont.
16c. Patient transfers to a n Nursing Home Care	on-VA hospital?			
	Day Shift			
		Yes	151	79.47
		No	39	20.53
		TOTAL	190	100
	Evening Shift			
	Lvening Sniji	Yes	36	75
		No	12	25
		TOTAL	48	100
	Night Shift		-	
	nıgni Sniji	Yes	41	80.39
		No	10	19.61
		TOTAL	51	100
	Nuncin	g Home Care TOTAL	289	100
	1 VUI SIII	g Home Care TOTAL	209	
<b>Observation Unit</b>				
	Day Shift			10
		Yes	2	40
		No	3	60
		TOTAL	5	100
	Night Shift			
		No	4	100
		TOTAL	4	100
	Obs	ervation Unit TOTAL	9	
Other				
	Day Shift			
		Yes	273	71.84
		No	107	28.16
		TOTAL	380	100
	Evening Shift			
	······································	Yes	27	75
		No	9	25
		TOTAL	36	100
	Night Shift			
	nışnı Sniji	Yes	30	88.24
		No	4	11.76
		TOTAL	34	100
		Other TOTAL	450	,

Question/Work Area Shift	Answer Cou	nt % of Total
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16c. Patient transfers to a non-VA hospital? **Psychiatry** 

Rehabilitation

	Yes	1	100
	TOTAL	1	100
Day Shift			
5 5	Yes	144	80
	No	36	20
	TOTAL	180	10
Evening Shift			
8	Yes	45	80.3
	No	11	19.6
	TOTAL	56	10
Night Shift			
8	Yes	36	7
	No	12	2
	TOTAL	48	10
	<b>Psychiatry TOTAL</b>	285	

Day Shift Yes 21 No TOTAL 25 **Evening** Shift Yes No TOTAL Night Shift Yes

84

16

100

72.22

27.78

100

70 30

100

4

13

5

18

7

3

10

53

No

TOTAL

**Rehabilitation TOTAL** 

Question/Work Area	Shift	Answer	Count	% of Tota
<b>Q16. Are the following types</b>	s of hand offs a concern or	topic of interest a	t your fac	ility? (cont
16c. Patient transfers to a n Spinal Cord Injury	on-VA hospital?			
opinar cora injury	Day Shift			
	Duy Shiji	Yes	36	69.23
		No	16	30.77
		TOTAL	52	100
		101112	02	
	Evening Shift	Var	10	~~
		Yes	13	65 25
		No	7	35
		TOTAL	20	100
	Night Shift			
		Yes	7	77.78
		No	2	22.22
		TOTAL	9	100
	Spina	l Cord Injury TOTAL	81	
tep-Down Care Unit				
•	Day Shift			
		Yes	36	80
		No	9	20
		TOTAL	45	100
	Evening Shift			
	Evening Shijt	Yes	2	66.67
		No	1	33.33
		TOTAL	3	100
	Ni-1.4 Shift	101111	5	
	Night Shift	Yes	15	70 05
			15	78.95 21.05
		No	4 19	21.05
		TOTAL		100
	Step-Dov	wn Care Unit TOTAL	67	
		Orea 1(a TOTAL	2449	

Ques 16c TOTAL 2448

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following type	s of hand offs a concern	or topic of interest at	your fac	ility? (cont.)
16d. Patient transfers from < <u>Not Answered</u> >	a non-VA hospital?			
<not answered=""></not>	<not answered=""></not>			
	Not Answereu>	Yes	1	100
		TOTAL	1	100
		<not answered=""> TOTAL</not>	1	
16d. Patient transfers from Emergency Department	a non-VA hospital?			
Emergency Department	Day Shift			
	Day Shiji	Yes	96	88.89
		No	12	11.11
		TOTAL	108	100
	Evening Shift			
		Yes	24	85.71
		No	4	14.29
		TOTAL	28	100
	Night Shift			
		Yes	23	92
		No	2	8
		TOTAL	25	100
	Emerge	ency Department TOTAL	161	
General Surgery				
	Day Shift			
		Yes	58	69.88
		No	25	30.12
		TOTAL	83	100
	Evening Shift			
		Yes	9	75
		No	3	25
		TOTAL	12	100
	Night Shift	.,	•	
		Yes	3	60
		No <i>TOTAL</i>	2 5	40 1 <i>00</i>
				100
		General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following types	of hand offs a concer	n or topic of interest a	t your fac	ility? (cont.)
16d. Patient transfers from Intensive Care Unit	a non-VA hospital?			
Intensive Care Onit	Day Shift			
	Duy Shiji	Yes	218	82.58
		No	46	17.42
		TOTAL	264	100
	Evening Shift			
		Yes	24	77.42
		No	7	22.58
		TOTAL	31	100
	Night Shift			
		Yes	129	82.69
		No	27	17.31
		TOTAL	156	100
	Iı	ntensive Care Unit TOTAL	451	
Medicine				
	Day Shift			
		Yes	91	77.12
		No	27	22.88
		TOTAL	118	100
	Evening Shift			
		Yes	24	82.76
		No	5	17.24
		TOTAL	29	100
	Night Shift			
	8	Yes	32	80
		No	8	20
		TOTAL	40	100
		Medicine TOTAL	187	
Medicine/Surgery				
	Day Shift			
	<i>j</i> ~ <b>-</b> - <i>j</i> •	Yes	149	80.98
		No	35	19.02
		TOTAL	184	100
	Evening Shift			
		Yes	46	75.41
		No	15	24.59
		TOTAL	61	100
	Night Shift			
		Yes	47	68.12
		No	22	31.88
		TOTAL	69	100
		Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following type	es of hand offs a concern or	topic of interest at	your faci	ility? (cont.)
16d. Patient transfers from Nursing Home Care	n a non-VA hospital?			
Tursing Home Care	Day Shift			
	Duy Shiji	Yes	161	84.74
		No	29	15.26
		TOTAL	190	100
	Evening Shift			
	2,000.8 2009	Yes	38	79.17
		No	10	20.83
		TOTAL	48	100
	Night Shift			
		Yes	38	74.51
		No	13	25.49
		TOTAL	51	100
	Nursing	g Home Care TOTAL	289	
<b>Observation Unit</b>				
	Day Shift			
		Yes	3	60
		No	2	40
		TOTAL	5	100
	Night Shift			
		Yes	2	50
		No	2	50
		TOTAL	4	100
	Obs	ervation Unit TOTAL	9	
Other				
other	Day Shift			
		Yes	274	72.11
		No	106	27.89
		TOTAL	380	100
	Evening Shift			
		Yes	27	75
		No	9	25
		TOTAL	36	100
	Night Shift			
	Tugni Dinji	Yes	31	91.18
		No	3	8.82
		TOTAL	34	100
		<b>Other TOTAL</b>	450	

Question/Work Area	Shift	Answer	Count	% of Total
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16d. Patient transfers from a non-VA hospital?
Psychiatry

2 % <b>9</b> • • • • • • • • • • • • • • • • • • •	<not answered=""></not>			
		Yes	1	100
		TOTAL	1	100
	Day Shift			
	5 5	Yes	153	85
		No	27	15
		TOTAL	180	100
	Evening Shift			
		Yes	50	89.29
		No	6	10.71
		TOTAL	56	100
	Night Shift			
		Yes	37	77.08
		No	11	22.92
		TOTAL	48	100
			005	
		<b>Psychiatry TOTAL</b>	285	
Rehabilitation		Psychiatry TOTAL	285	
Rehabilitation	Day Shift			
Rehabilitation	Day Shift	Yes	285	84
Rehabilitation	Day Shift			16
Rehabilitation	Day Shift	Yes	21	
Rehabilitation	Day Shift Evening Shift	Yes No <i>TOTAL</i>	21 4 25	16 <i>100</i>
Rehabilitation		Yes No <i>TOTAL</i> Yes	21 4 25 16	16 <i>100</i> 88.89
Rehabilitation		Yes No <i>TOTAL</i> Yes No	21 4 25 16 2	16 <i>100</i> 88.89 11.11
Rehabilitation		Yes No <i>TOTAL</i> Yes	21 4 25 16	16 <i>100</i> 88.89
Rehabilitation		Yes No <i>TOTAL</i> Yes No <i>TOTAL</i>	21 4 25 16 2	16 <i>100</i> 88.89 11.11 <i>100</i>
Rehabilitation	Evening Shift	Yes No <i>TOTAL</i> Yes No <i>TOTAL</i> Yes	21 4 25 16 2 18 9	16 <i>100</i> 88.89 11.11 <i>100</i> 90
Rehabilitation	Evening Shift	Yes No <i>TOTAL</i> Yes No <i>TOTAL</i> Yes No	21 4 25 16 2 18 9 1	16 <i>100</i> 88.89 11.11 <i>100</i> 90 10
Rehabilitation	Evening Shift	Yes No <i>TOTAL</i> Yes No <i>TOTAL</i> Yes	21 4 25 16 2 18 9	16 <i>100</i> 88.89 11.11 <i>100</i> 90

Question/Work Area	Shift	Answer	Count	% of Tota
Q16. Are the following types	s of hand offs a concern o	r topic of interest a	t your fac	ility? (cont.
16d. Patient transfers from Spinal Cord Injury	a non-VA hospital?			
~p	Day Shift			
	Duy Shiji	Yes	39	75
		No	13	25
		TOTAL	52	100
	Evening Shift			
	Evening Shiji	Yes	16	80
		No	4	20
		TOTAL	20	100
	Nicht Shift			
	Night Shift	Yes	7	77.78
		No	2	22.22
		TOTAL	9	100
	Spina	l Cord Injury TOTAL	81	100
	Spill.		•	
Step-Down Care Unit				
step Down care chie	Day Shift			
	Duy Shiji	Yes	42	93.33
		No	3	6.67
		TOTAL	45	100
	Evening Shift			
	Evening Shiji	Yes	3	100
		TOTAL	3	100
	NT: 1 / 51.*C	TOTILE	0	100
	Night Shift	Yes	16	84.21
		No	16	
		NO <i>TOTAL</i>	3 19	15.79 <i>100</i>
				100
	Step-Dov	wn Care Unit TOTAL	67	
		Ques 16d TOTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total
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16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

<Not Answered>

<not answered=""></not>		
Yes	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	1	

16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

**Emergency Department** 

Emergency Department			
	Day Shift		
	Yes	94	87.04
	No	14	12.96
	TOTAL	108	100
	Evening Shift		
	Yes	24	85.71
	No	4	14.29
	TOTAL	28	100
	Night Shift		
	Yes	18	72
	No	7	28
	TOTAL	25	100
	<b>Emergency Department TOTAL</b>	161	
	Emergency Department TOTAL	101	
0 10			
General Surgery			
	Day Shift		
	Yes	71	85.54
	No	12	14.46
	TOTAL	83	100
	Evening Shift		
	Yes	10	83.33
	No	2	16.67
	TOTAL	12	100
	Night Shift		
	Yes	3	60
	No	2	40
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

**Intensive Care Unit** 

Medicine

Day Shift		
Yes	204	77.27
No	60	22.73
TOTAL	264	100
Evening Shift		
Yes	26	83.87
No	5	16.13
TOTAL	31	100
Night Shift		
Yes	128	82.05
No	28	17.95
TOTAL	156	100
Intensive Care Unit TOTAL	451	
Day Shift		
Yes	94	79.66
No	24	20.34
TOTAL	118	100
Evening Shift		
Yes	26	89.66
No	3	10.34
TOTAL	29	100
Night Shift		
Yes	33	82.5
No	7	17.5
TOTAL	40	100
Medicine TOTAL	187	

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	184	100
Evening Shi	ft		
Litining Sin	Yes	55	90.16
	No	6	9.84
	TOTAL	61	100
Night Shift			
Tught Shift	Yes	56	81.16
	No	13	18.84
	TOTAL	69	100
	<b>Medicine/Surgery TOTAL</b>	314	
Nursing Home Care			
Day Shift			
	Yes	157	82.63
	No	33	17.37
	TOTAL	190	100
Evening Shi	ft		
	Yes	41	85.42
	No	7	14.58
	TOTAL	48	100
Night Shift			
	Yes	46	90.2
	No	5	9.8
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
Observation Unit			
Day Shift			
	Yes	4	80
	No	1	20
	TOTAL	5	100
Night Shift			
	Yes	2	50
	No	2	50
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area Shift Answer Co	ount %	6 of Total
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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
	TOTAL	380	100
Evening Shif	t		
	Yes	32	88.89
	No	4	11.11
	TOTAL	36	100
Night Shift			
0 0	Yes	31	91.18
	No	3	8.82
	TOTAL	34	100
	<b>Other TOTAL</b>	<b>45</b> 0	
Psychiatry			
<pre><not answere<="" pre=""></not></pre>			
	Yes	1	100
	TOTAL	1	100
Day Shift			
5 5	Yes	156	86.67
	No	24	13.33
	TOTAL	180	100
Evening Shif	t		
	Yes	51	91.07
	No	5	8.93
	TOTAL	56	100
Night Shift			
	Yes	39	81.25
	No	9	18.75
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	

Question/Work Area	Shift	Answer	Count	% of Total
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16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

Rehabilitation

	Day Shift			
	<i>v v</i>	Yes	18	72
		No	7	28
		TOTAL	25	100
	Evening Shift			
	8 9	Yes	14	77.78
		No	4	22.22
		TOTAL	18	100
	Night Shift			
		Yes	9	90
		No	1	10
		TOTAL	10	100
		<b>Rehabilitation TOTAL</b>	53	
Spinal Cord Injury				
	Day Shift	Yes		76.92
			40 12	
		No	12	23.08
	Evening Shift	No <i>TOTAL</i>	12 52	23.08 <i>100</i>
	Evening Shift	No <i>TOTAL</i> Yes	12 52 18	23.08 <i>100</i> 90
	Evening Shift	No <i>TOTAL</i> Yes No	12 52 18 2	23.08 <i>100</i> 90 10
	Evening Shift	No <i>TOTAL</i> Yes	12 52 18	23.08 <i>100</i> 90
	Evening Shift Night Shift	No <i>TOTAL</i> Yes No	12 52 18 2	23.08 100 90 10 100
		No <i>TOTAL</i> Yes No <i>TOTAL</i> Yes	12 52 18 2 20 6	23.08 <i>100</i> 90 10
		No <i>TOTAL</i> Yes No <i>TOTAL</i>	12 52 18 2 20	23.08 100 90 10 100

Spinal Cord Injury TOTAL 81

Question/Work Area	Shift	Answer	Count	% of Total
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16e. Patient transfers within your facility for an undetermined time period (e.g., to or from ICU)?

**Step-Down Care Unit** 

Day Shift			
2 0	Yes	42	93.33
	No	3	6.67
	TOTAL	45	100
Evening Shift			
0	Yes	3	100
	TOTAL	3	100
Night Shift			
	Yes	15	78.95
	No	4	21.05
	TOTAL	19	100
Step-Down Care Unit	FOTAL	67	
Ques 16e T	OTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total
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16f. Same-day patient transfers within your facility (e.g., to radiology and return)? <Not Answered>

<not answered=""></not>		
Yes	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	1	
16f. Same-day patient transfers within your facility (e.g., to radiology a	nd return)	?
Emergency Department		
Day Shift		
Yes	80	74.07
No	28	25.93
TOTAL	108	100
Evening Shift		
Yes	22	78.57
No	6	21.43

	NO	6	21.43
	TOTAL	28	100
Night Shift			
	Yes	14	56
	No	11	44
	TOTAL	25	100
<b>Emergency Departme</b>	nt TOTAL	161	

**General Surgery** Day Shift 72 86.75 Yes No 11 13.25 TOTAL 83 100 **Evening** Shift Yes 9 75 25 No 3 TOTAL 12 100 Night Shift Yes 20 1 80 No 4 TOTAL 5 100

**General Surgery TOTAL** 100

Question/Work Area	Shift	Answer	Count	% of Total
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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
	TOTAL	264	100
	Evening Shift		
	Yes	22	70.97
	No	9	29.03
	TOTAL	31	100
	Night Shift		
	Yes	107	68.59
	No	49	31.41
	TOTAL	156	100
	Intensive Care Unit TOTAL	<b>4</b> 51	
Madiaina			
Medicine	Day Shift		
	Yes	98	83.05
	No	20	16.95
	TOTAL	118	100
	Evening Shift		
	Yes	25	86.21
	No	4	13.79
	TOTAL	29	100
	Night Shift		
	Yes	36	90
	No	4	10
	TOTAL	40	100
	Medicine TOTAL	187	
Medicine/Surgery	Day Shift		
	Yes	142	77.17
	No	42	22.83
	TOTAL	184	100
	Evening Shift		
	Yes	48	78.69
	No	13	21.31
	TOTAL	61	100
	Night Shift		
	Yes	46	66.67
	No	23	33.33
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	190	100
	Evening Shift		
	Yes	40	83.33
	No	8	16.67
	TOTAL	48	100
	Night Shift		
	Yes	41	80.39
	No	10	19.61
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
Observation Unit	Nursing Home Care TOTAL	289	
<b>Observation Unit</b>		289	
<b>Observation Unit</b>	Nursing Home Care TOTAL Day Shift Yes	289 4	80
<b>Observation Unit</b>	Day Shift		80 20
<b>Observation Unit</b>	Day Shift Yes	4	
<b>Observation Unit</b>	<i>Day Shift</i> Yes No	4 1	20
<b>Observation Unit</b>	Day Shift Yes No TOTAL	4 1	20
<b>Observation Unit</b>	Day Shift Yes No TOTAL Night Shift	4 1 5	20 100
<b>Observation Unit</b>	Day Shift Yes No TOTAL Night Shift Yes	4 1 5 2	20 <i>100</i> 50

**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
	TOTAL	380	100
Evening Shift			
	Yes	27	75
	No	9	25
	TOTAL	36	100
Night Shift			
0	Yes	30	88.24
	No	4	11.76
	TOTAL	34	100
	<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area	Shift	Answer	Count	% of Total
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**16f.** Same-day patient transfers within your facility (e.g., to radiology and return)? **Psychiatry** 

<not answered=""></not>			
	Yes	1	100
	TOTAL	1	100
Day Shift			
	Yes	138	76.67
	No	42	23.33
	TOTAL	180	100
Evening Shift			
	Yes	49	87.5
	No	7	12.5
	TOTAL	56	100
Night Shift			
	Yes	37	77.08
	No	11	22.92
	TOTAL	48	100
	<b>Psychiatry TOTAL</b>	285	
Rehabilitation			
Day Shift			
	Yes	20	80
	No	5	20
	TOTAL	25	100
Evening Shift			
	Yes	12	66.67
	No	6	33.33
	TOTAL	18	100
Night Shift			
	Yes	7	70
	No	3	30
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	

Question/Work Area	Shift	Answer	Count	% of Total
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**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
	TOTAL	52	100
	Evening Shift		
	Yes	17	85
	No	3	15
	TOTAL	20	100
	Night Shift		
	Yes	6	66.67
	No	3	33.33
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	
Care Unit			
	Day Shift		
	Yes	35	77.78
	No	10	22.22
	TOTAL	45	100
	Evening Shift		
	Yes	2	66.67
	No	1	33.33
	TOTAL	2	100

**Step-Down Care Unit** 

	No	10	22.22
	TOTAL	45	100
Evening Shift			
0 0	Yes	2	66.67
	No	1	33.33
	TOTAL	3	100
Night Shift			
	Yes	12	63.16
	No	7	36.84
	TOTAL	19	100
Step-Down Car	e Unit TOTAL	67	

Ques 16f TOTAL 2448

Question/Work Area	Shift	Answer	Count	% of Tota
Q16. Are the following type	s of hand offs a concern o	or topic of interest at	t your fac	ility? (cont.
16g. Physician shift-change <not answered=""></not>	e hand offs?			
Nitor Answereu>	<not answered=""></not>			
	Not Answereu>	Yes	1	100
		TOTAL	1	100
	<	Not Answered> TOTAL	1	
16g. Physician shift-change Emergency Department	e hand offs?			
Emergency Department	Day Shift			
	Duy Shiji	Yes	92	85.19
		No	16	14.81
		TOTAL	108	100
	Evening Shift			
	Evening Sniji	Yes	26	92.86
		No	2	7.14
		TOTAL	28	100
	Night Shift			
	ingni Shiji	Yes	14	56
		No	11	44
		TOTAL	25	100
	Emergen	cy Department TOTAL	161	
General Surgery				
General Surgery	Day Shift			
	Duy Shiji	Yes	59	71.08
		No	24	28.92
		TOTAL	83	100
	Evening Shift			
		Yes	5	41.67
		No	7	58.33
		TOTAL	12	100
	Night Shift			
		Yes	1	20
		No	4	80
		TOTAL	5	100
	G	eneral Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
Q16. Are the following type	s of hand offs a concern o	or topic of interest a	t your fac	ility? (cont.)
16g. Physician shift-change Intensive Care Unit	hand offs?			
	Day Shift			
		Yes	167	63.26
		No	97	36.74
		TOTAL	264	100
	Evening Shift			
		Yes	17	54.84
		No	14	45.16
		TOTAL	31	100
	Night Shift			
		Yes	91	58.33
		No	65	41.67
		TOTAL	156	100
	Inter	sive Care Unit TOTAL	451	
Medicine				
Wiedleine	Day Shift			
	Day Shiji	Yes	75	63.56
		No	43	36.44
		TOTAL	118	100
	Evening Shift			
	0 0	Yes	16	55.17
		No	13	44.83
		TOTAL	29	100
	Night Shift			
		Yes	20	50
		No	20	50
		TOTAL	40	100
		Medicine TOTAL	187	
Medicine/Surgery				
Wiedenie/Burgery	Day Shift			
	<i>v v</i>	Yes	106	57.61
		No	78	42.39
		TOTAL	184	100
	Evening Shift			
		Yes	38	62.3
		No	23	37.7
		TOTAL	61	100
	Night Shift			
		Yes	25	36.23
		No	44	63.77
		TOTAL	69	100
	Mo	edicine/Surgery TOTAL	314	

Question/Work Area	Shift	Answer	Count	% of Tota
)16. Are the following type	s of hand offs a concern or	• topic of interest at	t your fac	ility? (cont
16g. Physician shift-change Nursing Home Care	e hand offs?			
iturising frome care	Day Shift			
	Duy Shiji	Yes	97	51.05
		No	93	48.95
		TOTAL	190	100
	Evening Shift			
	Evening Shiji	Yes	26	54.17
		No	22	45.83
		TOTAL	48	100
	Nicht Shift		-	
	Night Shift	Yes	24	47.06
		No	27	52.94
		TOTAL	51	100
	Nuncin	g Home Care TOTAL	289	100
	T UI SII	g Home Care TOTAL	209	
<b>Observation Unit</b>				
Juser varion Unit	Day Shift			
	Duy Shiji	Yes	3	60
		No	2	40
		TOTAL	5	100
	Nicht Shift		-	
	Night Shift	Yes	1	25
		No	1 3	23 75
		TOTAL	3 4	100
				100
	Obs	ervation Unit TOTAL	9	
Other				
	Day Shift			
		Yes	202	53.16
		No	178	46.84
		TOTAL	380	100
	Evening Shift			
		Yes	20	55.56
		No	16	44.44
		TOTAL	36	100
	Night Shift			
	-	Yes	22	64.71
		No	12	35.29
		TOTAL	34	100
		<b>Other TOTAL</b>	<b>45</b> 0	

Question/Work Area Shift	Answer Cou	nt % of Total
--------------------------	------------	---------------

16g. Physician shift-change hand offs? Psychiatry

Rehabilitation

<not answered=""></not>			
	Yes	1	100
	TOTAL	1	100
Day Shift			
, ~j.	Yes	111	61.67
	No	69	38.33
	TOTAL	180	100
Evening Shift			
	Yes	31	55.36
	No	25	44.64
	TOTAL	56	10
Night Shift			
	Yes	30	62.
	No	18	37.
	TOTAL	48	10
	<b>Psychiatry TOTAL</b>	285	

Day Shiji			
	Yes	11	44
	No	14	56
	TOTAL	25	100
Evening Shift			
0 0	Yes	9	50
	No	9	50
	TOTAL	18	100
Night Shift			
0 0	Yes	5	50
	No	5	50
	TOTAL	10	100
	<b>Rehabilitation TOTAL</b>	53	

Question/Work Area Shift Answer Co.	unt % of	<sup>°</sup> Total

16g. Physician shift-change hand offs? Spinal Cord Injury

Day Shift			
2 0	Yes	32	61.54
	No	20	38.46
	TOTAL	52	100
<b>Evening</b> Shift			
0 0	Yes	6	30
	No	14	70
	TOTAL	20	100
Night Shift			
0 0	Yes	3	33.33
	No	6	66.67
	TOTAL	9	100
	Spinal Cord Injury TOTAL	81	

**Step-Down Care Unit** 

Day Shift		
Yes	31	68.89
No	14	31.11
TOTAL	45	100
Evening Shift		
Yes	3	100
TOTAL	3	100
Night Shift		
Yes	10	52.63
No	9	47.37
TOTAL	19	100
Step-Down Care Unit TOTAL	67	
Ques 16g TOTAL	2448	

Question/Work Area	Shift	Answer	Count	% of Total
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Q17. Have you experienced special potential risks to patients associated with nursing shift changes?

<Not Answered>

<not answered=""></not>	
	No

No	1	100
TOTAL	1	100
<not answered=""> TOTAL</not>	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
	TOTAL	108	100
Evening Shift			
0 0	Yes	8	28.57
	No	20	71.43
	TOTAL	28	100
Night Shift			
0	Yes	9	36
	No	16	64
	TOTAL	25	100
<b>Emergency Department</b>	t TOTAL	161	

**General Surgery** 

Day Shift			
	Yes	22	26.51
	No	61	73.49
	TOTAL	83	100
Evening Shift			
0 0	Yes	2	16.67
	No	10	83.33
	TOTAL	12	100
Night Shift			
0	Yes	2	40
	No	3	60
	TOTAL	5	100
	General Surgery TOTAL	100	

Question/Work Area	Shift	Answer	Count	% of Total
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Q17. Have you experienced special potential risks to patients associated with nursing shift
changes? (cont.)
Intensive Care Unit

Intensive Care Unit			
	Day Shift		
	Yes	87	32.95
	No	177	67.05
	TOTAL	264	100
	Evening Shift		
	Yes	8	25.81
	No	23	74.19
	TOTAL	31	100
	Night Shift		
	Yes	45	28.85
	No	111	71.15
	TOTAL	156	100
	Intensive Care Unit TOTAL	<b>4</b> 51	
Medicine	Day Shift		
	Yes	36	30.51
	No	82	69.49
	TOTAL	118	100
		110	100
	Evening Shift Yes	10	34.48
	No	10	54.40 65.52
	TOTAL	29	100
		20	100
	Night Shift	01	50.5
	Yes	21	52.5
	No	19	47.5
	TOTAL	40	100
	<i>TOTAL</i> Medicine TOTAL	40 187	100

Question/Work Area	Shift	Answer	Count	% of Total
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changes? (cont.) Medicine/Surgery	l special potential risks to patients associated	with hurs	ing shiit
Wiedleine/Surgery	Day Shift		
	Yes	76	41.3
	No	108	58.7
	TOTAL	184	100
	Evening Shift		
	Yes	39	63.93
	No	22	36.07
	TOTAL	61	100
	Night Shift		
	Yes	31	44.93
	No	38	55.07
	TOTAL	69	100
	Medicine/Surgery TOTAL	314	
Nursing Home Care			
	Day Shift	60	24 50
	Yes No	60 130	31.58 68.42
	TOTAL	190	100
		100	100
	Evening Shift Yes	19	39.58
	No	29	60.42
	TOTAL	48	100
	Night Shift		
	Yes	16	31.37
	No	35	68.63
	TOTAL	51	100
	Nursing Home Care TOTAL	289	
<b>Observation Unit</b>			
	Day Shift		
	Yes	4	80
	No	1	20
	TOTAL	5	100
	Night Shift		
	Yes	1	25
	No	3	75
	TOTAL	4	100
	<b>Observation Unit TOTAL</b>	9	

Question/Work Area	Shift	Answer	Count	% of Total
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Q17. Have you experienced special potential risks to patients associated with nursing shift changes? (cont.) Other

Other			
	Day Shift	07	00.00
	Yes	87	22.96
	No	292	77.04
	TOTAL	379	100
	Evening Shift		
	Yes	12	33.33
	No	24	66.67
	TOTAL	36	100
	Night Shift		
	Yes	12	35.29
	No	22	64.71
	TOTAL	34	100
	Other TOTAL	449	
Psychiatry			
	<not answered=""></not>		
	No	1	100
	TOTAL	1	100
	Day Shift		
	Yes	51	28.33
	No	129	71.67
	TOTAL	180	100
	Evening Shift		
	Yes	20	35.71
	No	36	64.29
	TOTAL	56	100
	Night Shift		
	Yes	18	37.5
	No	30	62.5
	TOTAL	48	100
	Psychiatry TOTAL	285	

Question/Work Area	Shift	Answer	Count	% of Total

Q17. Have you experienced special potential risks to patients associated with nursing shift changes? (cont.)

Rehabilitation

Kenublikution	Day Shift		
	Yes	6	24
	No	19	76
	TOTAL	25	100
	Evening Shift		
	Evening Shiji Yes	5	27.78
	No	13	72.22
	TOTAL	18	100
	Night Shift		
	Yes	3	30
	No	7	70
	TOTAL	10	100
	Rehabilitation TOTAL	53	
	Reliabilitation TOTAL	00	
Spinal Cord Injury			
	Day Shift		
	Yes	13	25
	No	39	75
	TOTAL	52	100
	Evening Shift		
	Yes	7	35
	No	13	65
	TOTAL	20	100
	Night Shift		
	Yes	1	11.11
	No	8	88.89
	TOTAL	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
TOTAL	45	100
Evening Shift		
Yes	1	33.33
No	2	66.67
TOTAL	3	100
Night Shift		
Yes	6	31.58
No	13	68.42
TOTAL	19	100
Step-Down Care Unit TOTAL	67	
Ques 17 TOTAL	2447	

# **SECTION IV**

EXCEL LINK TO VISN AND FACILITY WORKBOOKS

## 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.

<u>To Remove Filters</u>: 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".

# **SECTION V**

SURVEY QUESTIONS

#### 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:

VHA Nursing Hand-Off Survey, 2006

Day shift Evening shift Night shift

#### Process for Hand-Off between Shifts

3. Please identify the hand-off processes that are (Check N/A if process not us	•
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 offgoing 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.

а.	
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?

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 (substation)?

# **SECTION VI**

MULTIVARIATE ANALYSIS OF VARIANCE (MANOVA) BY RESULTS

HAND-OFF SURVEY PLAN	NED ANALYSES		
Question	Statistical Analysis		
Tour of Duty Comp	arisons		
Tour of Duty (Q2) x Process of hand off (Q3a-g) MA	NOVA & ANOVA for significant DVs		
	to va a anova for significant bys		
<u>Overall</u> : 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, ή <sup>2</sup> = 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 si 11.848, p<0.01, $\dot{\eta}^2$ = 0.01. Bonferroni and Tukey HSD post ho between the day shift and both evening and night shifts were so The day shift utilizes this hand-off process to a lesser	c tests revealed that pairwise differences significant, p<0.01.		
3b: The univariate tests revealed that this hand-off process si 23.308, p<0.01, $\dot{\eta}^2$ = 0.02. Bonferroni and Tukey HSD post how between the night shift and both evening and day shifts were so The night shift utilizes this hand-off process more than	c tests revealed that pairwise differences significant, p<0.01.		
3c: The univariate tests revealed that this hand-off process signals, $\beta < 0.01$ , $\dot{\eta}^2 = 0.01$ . Bonferroni and Tukey HSD post hoch between the evening shift and both night and day shifts were so The evening shift utilizes this hand-off process more to be the second secon	tests revealed that pairwise differences significant, p<0.01.		
3d: The univariate tests revealed that this hand-off process si 15.649, p<0.01, $\dot{\eta}^2$ = 0.01. Bonferroni and Tukey HSD post ho between the evening shift and both night and day shifts were so The evening shift utilizes this hand-off process more to	c tests revealed that pairwise differences significant, p<0.01.		
3e: The univariate tests revealed that this hand-off process si 15.070, p<0.01 $\dot{\eta}^2$ = 0.01. Bonferroni and Tukey HSD post hoc between the day shift and both evening and night shifts were so The day shift utilizes this hand-off process to a lesser	tests revealed that pairwise differences significant, p<0.01.		
3f: The univariate tests revealed that this hand-off process signature 14.079, p<0.01, $\dot{\eta}^2 = 0.01$ . Bonferroni and Tukey HSD post hobetween the evening shift and both night and day shifts were sufficient to the evening shift utilizes this hand-off process more to the evening shift utilizes the sufficient to the evening sufficient to the ev	c tests revealed that pairwise differences significant, p<0.01.		
3g: The univariate tests revealed that this hand-off process si 14.833, p<0.01, $\dot{\eta}^2$ = 0.01. Bonferroni and Tukey HSD post ho between the day shift and both evening and night shifts were since the day shift utilizes this hand-off process more than	c tests revealed that pairwise differences significant, p<0.01.		
Individual patterns: Day shift: more likely to utilize "other" hand-off process brief from the previous shift charge nurse or tape reco Evening shift: more likely to utilize group meeting with previous shift charge nurse, or the DHCP "End of Shift Night shift: more likely to be briefed by a nurse from th	rding of previous shift staff nurse. previous shift staff nurse, tape recordings from t" report.		

Tour of Duty (Q2) x Formal time period (Q4)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squar	
effects of tour of duty on the provision of a "formal time	
revealed no significant effect, F(2, 2443) = 2.143, p>0.0	5, $\eta^2$ =0.00. The results of the chi-square revealed a
significant pattern of presence of a formal time period ar	mong the different shifts, $X^2$ (8) = 38.176, p<0.01,
V=0.09.	<b>c</b>
	differ in the provision of a formal time period (i.e.,
	different than expected given the sample (i.e., chi-
	ses, the day shift reported a lesser degree of "formal
time period" provisions compared to both the ev	
Tour of Duty (Q2) x Time devoted (Q5)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squar	
effects of tour of duty on the amount of time devoted to	
revealed no significant effect, $F(2, 2443) = 0.569$ , p>0.0	
significant pattern in length of a formal time period amor	ig the different shifts, $X(8) = 29.258$ , p<0.01,
V=0.08.	
Although the different shifts do not significantly	
	different than expected given the sample (i.e., chi-
	a higher incidence of shorter "formal time periods"
(e.g., 1-15 minutes) than other shifts. The eveni	ing shift appears to have a higher incidence of longer
"formal time periods" (e.g., 31-45 minutes). The	night shift falls in between.
Tour of Duty (Q2) x Respond/Questions (Q6)	$\mathbf{X}^2$
A chi-square test of independence was conducted to as	sess 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=	
All shifts provide equal opportunity to ask quest	
Tour of Duty (Q2) x Interruptions (Q7)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squar	e test of independence were conducted to assess the
A one-way analysis of variance (ANOVA) and chi-square effects of tour of duty on the degree of interruptions occ	e test of independence were conducted to assess the urring during the hand-off process. The results of the
A one-way analysis of variance (ANOVA) and chi-squar effects of tour of duty on the degree of interruptions occ ANOVA revealed a significant effect, F(2, 2442) = 16.17	e test of independence were conducted to assess the urring during the hand-off process. The results of the '6, $p<0.01$ , $\eta^2=0.01$ . Bonferroni and Tukey HSD post
A one-way analysis of variance (ANOVA) and chi-square effects of tour of duty on the degree of interruptions occ ANOVA revealed a significant effect, F(2, 2442) = 16.17 hoc tests revealed a pairwise differences between day a	e test of independence were conducted to assess the urring during the hand-off process. The results of the '6, p<0.01, $\eta^2$ =0.01. Bonferroni and Tukey HSD post and both evening and night shifts, p<0.01. The results
A one-way analysis of variance (ANOVA) and chi-square effects of tour of duty on the degree of interruptions occ ANOVA revealed a significant effect, F(2, 2442) = 16.17 hoc tests revealed a pairwise differences between day a of the chi-square revealed a significant pattern in preser	e test of independence were conducted to assess the urring during the hand-off process. The results of the '6, p<0.01, $\eta^2$ =0.01. Bonferroni and Tukey HSD post and both evening and night shifts, p<0.01. The results
A one-way analysis of variance (ANOVA) and chi-square effects of tour of duty on the degree of interruptions occ ANOVA revealed a significant effect, F(2, 2442) = 16.17 hoc tests revealed a pairwise differences between day a of the chi-square revealed a significant pattern in preser tours of duty, $X^2$ (8) = 58.971, p<0.01, V=0.06.	e test of independence were conducted to assess the urring during the hand-off process. The results of the 6, p<0.01, $\eta^2$ =0.01. Bonferroni and Tukey HSD post and both evening and night shifts, p<0.01. The results nce of distractions during hand off among different
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HAND-OFF SURVEY PL			
	ANOVA & X <sup>2</sup>		
A one-way analysis of variance (ANOVA) and chi-square t effects of tour of duty on the opportunity to review historica revealed no significant effect, F(2, 2442) = 2.873, p>0.05, significant pattern in opportunity to review historical inform 21.142, p<0.01, V=0.07.	al client information. The results of the ANOVA $\eta^2$ =0.00. The results of the chi-square revealed a lation among different tours of duty, X <sup>2</sup> (8) =		
Although the different shifts do not significantly dif information (i.e., ANOVA result), there is a pattern sample (i.e., chi-square result). Looking at the pat the greatest opportunity to review historical inform	of responses different than expected given the tern of responses, the day shift appears to have		
Tour of Duty (Q2) x Length shift (Q12)	X <sup>2</sup>		
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 <sup>2</sup> (2) = 7.142, p<0.05, V=0.05. <i>It appears that the evening shift has more differences in the implementation of hand-off processes as a result of shift length.</i>			
	X <sup>2</sup>		
A chi-square test of independence was conducted to asse differences during holidays. The results of the chi-square r processes during holidays, $X^2$ (2) = 5.961, p>0.05, V=0.05	evealed no significant pattern in hand-off		
Tour of Duty (Q2) x Content of hand off (Q14a-h)	MANOVA & ANOVA for significant DVs		
A multivariate analysis of variance (MANOVA) was conduc content of hand off. The results of the MANOVA indicate a = 0.01. The univariate tests revealed no significant different content areas, p>0.05. <i>While statistical significance was identified for the</i> <i>corresponding effect size was small (e.g., account</i> <i>individual hand-off content areas did not statistical</i> <i>differences in hand-off content areas between shift</i> <i>differences are negligible in policy development).</i>	a significant effect, F(16, 4870) = 3.239, p<0.01, $\dot{\eta}^2$ nces between tour of duty and individual hand-off collective hand-off content areas, the ting for 1% of the variability). So small, in fact, that lly differ by tour of duty. This suggests that		
Individual content areas:14a: The univariate tests revealed that this hand-off contentF(2, 2442) = 2.457, p>0.05, $\dot{\eta}^2$ = 0.00.This content area did not differ by tour of duty.	ent area did not significantly differ by tour of duty,		
14b: The univariate tests revealed that this hand-off conte F(2, 2442) = 0.676, p>0.05, $\dot{\eta}^2$ = 0.00. This content area did not differ by tour of duty.	ent area did not significantly differ by tour of duty,		
14c: The univariate tests revealed that this hand-off conte F(2, 2442) = 2.281, p>0.05, $\dot{\eta}^2$ = 0.00. This content area did not differ by tour of duty.	ent area did not significantly differ by tour of duty,		
14d: The univariate tests revealed that this hand-off conte F(2, 2442) = 1.512, p>0.05, $\dot{\eta}^2$ = 0.00. This content area did not differ by tour of duty.	ent area did not significantly differ by tour of duty,		
14e: The univariate tests revealed that this hand-off contended F(2, 2442) = 1.325, p>0.05, $\dot{\eta}^2$ = 0.00. This content area did not differ by tour of duty.	ent area did not significantly differ by tour of duty,		
14f: The univariate tests revealed that this hand-off content F(2, 2442) = 1.720, p>0.05, $\dot{\eta}^2$ = 0.001. This content area did not differ by tour of duty.	nt area did not significantly differ by tour of duty,		
14g: The univariate tests revealed that this hand-off conte	ent area did not significantly differ by tour of duty,		

hand-off content area did not significantly differ duty, F(2, 2442) = 1.923, p>0.05,  $\eta^2$  = 0.00. This content area did not differ by tour of duty.

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,  $\dot{\eta}^2 = 0.00$ .

This content area did not differ by tour of duty.

Tour of Duty (Q2) x Shift change primary (Q15)

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,  $X^2$  (2) = 31.938, p<0.01, V=0.11.

 $X^2$ 

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,  $\dot{\eta}^2$  = 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,  $\dot{\eta}^2$  = 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,  $\dot{\eta}^2$  = 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,  $\dot{\eta}^2$  = 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,  $\dot{\eta}^2$  = 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,  $\dot{\eta}^2 = 0.00$ . 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.

#### Tour of Duty (Q2) x Risks (Q17)

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,  $X^{2}(2) = 8.617$ , 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,  $\dot{\eta}^2 = 0.00$ .

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,

 $F(1, 2445) = 10.473, p < 0.01, h^2 = 0.000.$ 

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,  $F(1, 2445) = 17.001, p < 0.01, h^2 = 0.00.$ 

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 & X<sup>2</sup>

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,  $X^2$  (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., chisquare 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 quidelines (100% group) or areas that have less risk in general (0%).

Risks (Q17) x Time devoted (Q5)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squa	
effects of exposure to risk on the amount of time devote similar to find the first $F(4, 0.445) = 0.040$ and $0.05$ m <sup>2</sup> = 0.000	
significant effect, $F(1, 2445) = 0.010$ , p>0.05, $\eta^2 = 0.00$	
pattern of presence of a formal time period between ris	
	differences in the amount of time devoted to hand-off
processes.	
Risks (Q17) x Respond/Questions (Q6)	X <sup>2</sup>
A chi-square test of independence was conducted to id	
opportunity to ask and respond to questions during han	
significant pattern of question and answer opportunities	s during hand off between risk exposure groups, X <sup>2</sup> (1)
= 15.506, p<0.01, V=0.08.	
	less likely to be given the opportunity to ask and
answer questions.	
Risks (Q17) x Interruptions (Q7)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squa	
effects of exposure to risk on the amount of distractions	s interrupting the hand-off process. The results of the
ANOVA revealed a significant effect, F(1, 2444) = 169.	
revealed a significant pattern of amount of interruptions	s between risk exposure groups, $X^{2}$ (4) = 159.087,
p<0.01, V=0.26.	, , , , , , , , , , , , , , , , , , ,
	nent with a significantly larger number of interruptions
during the hand-off process.	
Risks (Q17) x Action/Interruptions (Q9)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squa	
effects of exposure to risk on attempt to limit interruptio	
ANOVA revealed a significant effect, F(1, 2445) = 25.9	00, p<0.01, $\eta^2$ = 0.01. The results of the chi-square
revealed a significant pattern of attempts to limit interru	ptions between risk exposure groups, $X^2$ (4) = 65.898,
p<0.01, V=0.16.	
Individuals exposed to risks are in an environm	nent with a significantly fewer attempts to limit
interruptions during the hand-off process.	2
Risks (Q17) x Verification (Q10)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squa	
effects of exposure to risk on the ability to verify information	
ANOVA revealed a significant effect, $F(1, 2445) = 90.35$	87, p<0.01, $\eta^2 = 0.04$ . The results of the chi-square
revealed a significant pattern of ability to verify informat	tion between risk exposure groups, $X^2$ (4) = 117.675,
p<0.01, V=0.22.	
	nent with a significantly less ability to verify information
received during hand off.	
Risks (Q17) x Historical data (Q11)	ANOVA & X <sup>2</sup>
A one-way analysis of variance (ANOVA) and chi-squa	
effects of exposure to risk on the ability to review histor	rical information during the hand-off process. The
results of the ANOVA revealed a significant effect, F(1,	
chi-square revealed a significant pattern in ability to rev	view historical information between risk exposure
groups, X <sup>2</sup> (4) = 89.794, p<0.01, V=0.19.	
•	nent with a significantly lesser chance to review
historical information.	
Risks (Q17) x Length shift (Q12)	X <sup>2</sup>
A chi-square test of independence was conducted to as	
hand off due to shift length. The results of the chi-square	
hand-off differences among different risk exposure grou	ups, X <sup>2</sup> (1) = 23.186, p<0.01, V=0.10.
	nt hand-off processes depending on the length of
shift.	
Risks (Q17) x Holiday (Q13)	<b>X</b> <sup>2</sup>
A chi-square test of independence was conducted to as	
hand off during holiday shifts. The results of the chi-squ	uare revealed no significant pattern holiday hand-off
processes and different risk exposure groups, $X^2(1) = 2$	
Individuals exposed to risk do not appear to ha	ve different hand-off processes during holiday shifts.

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. <i>While statistical significance was identified for each individual hand-off process, the corresponding</i> <i>effect sizes were small (e.g., accounting for less than 1% of the variability). This suggests that</i> <i>differences in hand-off processes due to risk exposure are of little practical implication.</i>		
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, $\dot{\eta}^2 = 0.02$ .		
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, $\dot{\eta}^2 = 0.02$ .		
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, $\dot{\eta}^2 = 0.01$ .		
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, $\dot{\eta}^2 = 0.02$ .		
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, $\dot{\eta}^2 = 0.02$ .		
<ul> <li>14h: The univariate tests revealed that this hand-off content area significantly differed by exposure to risk,</li> <li>F(2, 2444) = 10.577, p&lt;0.01, ή<sup>2</sup> = 0.00.</li> <li>For all content areas, those who were exposed to risk were less likely to address that area of content during the hand-off process.</li> </ul>		
Risks (Q17) x Shift change primary (Q15) X <sup>2</sup>		
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, X <sup>2</sup> (1) = 2.594, p>0.05, V=0.03. <i>Exposure to risk does not appear to be related to concern regarding shift hand offs.</i>		
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. <i>While statistical significance was identified for the collective hand-off interest areas and several</i> <i>individual types, the corresponding effect size was small (e.g., accounting for less than 1% of the</i> <i>variability). This suggests that differences in hand off interest areas due to risk exposure are of little</i> <i>practical implication.</i>		
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.		

are, 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, $\dot{\eta}^2 = 0.00$ .			
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, $\eta^2 = 0.00$ . <i>Individuals exposed to risk are more interested in this type of hand off.</i>			
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, $\dot{\eta}^2 = 0.00$ . <i>Individuals exposed to risk are more interested in this type of hand off.</i>			
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, $\dot{\eta}^2 = 0.00$ . <i>Individuals exposed to risk are more interested in this type of hand off.</i>			
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, $\dot{\eta}^2 = 0.00$ . <i>Individuals exposed to risk are more interested in this type of hand off.</i>			
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, $\eta^2 = 0.00$ . <i>This interest area did not differ by exposure to risk</i> .			
Timing of Hand-off Comparisons			
Formal time period (Q4) x Time devoted (Q5) X <sup>2</sup>			
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 <sup>2</sup> (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 <sup>2</sup> 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 <sup>2</sup> (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 <sup>2</sup>			
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 <sup>2</sup> (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 <sup>2</sup>			
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 <sup>2</sup>			
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 <sup>2</sup> (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 PI	LANNED ANALYSES
Formal time period (Q4) x Historical data (Q11)	X <sup>2</sup>
A chi-square test of independence was conducted to ass	sess the relationship between the presence of a
"formal hand-off period" and the ability to review historica	al data during hand off. The results of the chi-square
revealed a significant pattern, $X^2$ (16) = 406.183, p<0.01	
	od of a formal hand-off period, there is an increased
ability to review historical information.	
Formal time period (Q4) x Holiday (Q13)	X <sup>2</sup>
A chi-square test of independence was conducted to ass	sess 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, $X^2(4) = 24$ .	981, p<0.01, V=0.10
In environments where there is a higher likelihoo	od of a formal hand-off period, the hand-off
procedures are less likely to differ on holidays a	nd weekends.
Time devoted (Q5) x Respond/Questions (Q6)	$X^2$
A chi-square test of independence was conducted to ass	
devoted to hand off and the ability to ask and answer que	
revealed a significant pattern, $X^2$ (6) = 486.005, p<0.01,	
Hand-off periods lasting 16-30 minutes have the	highest opportunity to ask and answer question
during hand off.	
Time devoted (Q5) x Interruptions (Q7)	X <sup>2</sup>
A chi-square test of independence was conducted to ass	
devoted to hand off and the frequency of interruptions of	
square revealed a significant pattern, $X^2$ (24) = 883.541,	
Hand-off periods lasting 16-30 minutes had the	
Time devoted (Q5) x Action/Interruptions (Q9)	X <sup>2</sup>
A chi-square test of independence was conducted to ass	
devoted to hand off and the attempts to limit interruptions	
revealed a significant pattern, $X^2$ (24) = 512.667, p<0.01	
	re likely to make attempts to limit interruptions during
hand off.	V2
Time devoted (Q5) x Verification (Q10)	X <sup>2</sup>
A chi-square test of independence was conducted to ass	
devoted to hand off and the ability to verify information d	
revealed a significant pattern, $X^2$ (24) = 469.206, p<0.01	, v=0.22. re likely to allow for verifications to be made during
hand off.	re likely to allow for verifications to be made during
	X <sup>2</sup>
Time devoted (Q5) x Historical data (Q11)	
A chi-square test of independence was conducted to ass	
devoted to hand off and the ability to review historical da revealed a significant pattern, $X^2$ (24) = 506.181, p<0.01	
	re likely to have the opportunity to review historical
data.	re likely to have the opportunity to review historical
Time devoted (Q5) x Holiday (Q13)	X <sup>2</sup>
A chi-square test of independence was conducted to ass	
devoted to hand off and the stability of this hand-off proc	
the chi-square revealed a significant pattern, $X^2$ (6) = 19.	337  pc = 0.01  V = 0.00  m
	s likely to change during weekends and holidays.
Respond/Questions (Q6) x Interruptions (Q7)	x <sup>2</sup>
A chi-square test of independence was conducted to ass	
and respond to questions and the amount of interruption	
square revealed a significant pattern, $X^2$ (4) = 229.174, p	
	ver questions are less likely to be interrupted during
hand off.	ror quostions are loss intery to be interrupted during

HAND-OFF SURVEY PLANNED ANALYSES		
Respond/Questions (Q6) x Action/Interruptions (Q9) X <sup>2</sup>		
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 Those that have the opportunity to ask and answer questions are more likely to attempt to limit		
interruptions during hand off.		
Respond/Questions (Q6) x Verification (Q10)     X <sup>2</sup>		
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		
Those that have the opportunity to ask and answer questions are more likely to have the opportunity to verify information during hand off.		
Respond/Questions (Q6) x Historical data (Q11) X <sup>2</sup>		
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.		
Those that have the opportunity to ask and answer questions are more likely to have the opportunity to review historical data during hand off.		
Respond/Questions (Q6) x Holiday (Q13) X <sup>2</sup>		
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		
Interruptions (Q7) x Action/Interruptions (Q9) X <sup>2</sup>		
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 <sup>2</sup> (16) = 733.055, p<0.01, V=0.27. Environments with fewer interruptions during hand off have a higher likelihood of attempting to limit		
the chance of interruptions.		
Interruptions (Q7) x Verification (Q10) X <sup>2</sup>		
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 <sup>2</sup> (16) = 469.466, p<0.01, V=0.22 Environments with fewer interruptions during hand off have a greater ability to verify hand-off		
information. Interruptions (Q7) x Historical data (Q11) X <sup>2</sup>		
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.		
Environments with fewer interruptions during hand off have a greater ability to review historical data.		
Interruptions (Q7) x Holiday (Q13) X <sup>2</sup>		
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 <sup>2</sup> (4) = 17.681, p<0.01, V=0.09. <i>Environments with fewer interruptions during hand off maintain that level of interruption during</i>		
weekends and holidays. Action/Interruptions (Q9) x Verification (Q10)		
Action/Interruptions (Q9) x Verification (Q10)X²A 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		
Environments that attempt to limit interruptions have a higher opportunity to verify information received during hand off.		
Action/Interruptions (Q9) x Historical data (Q11) X <sup>2</sup>		
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.		
Environments that attempt to limit interruptions have a higher opportunity to review historical data during hand off.		

HAND-OFF SURVEY PLANNED ANALYSES		
Action/Interruptions (Q9) x Holiday (Q13) X <sup>2</sup>		
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) X <sup>2</sup>		
A chi-square test of independence was conducted to assess the relationship between the ability to		
information and review historical data during hand off. The results of the chi-square revealed a significant		
pattern, X <sup>2</sup> (16) = 1626.217, p<0.01, V=0.41.		
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.		
Verification (Q10) x Holiday (Q13) X <sup>2</sup>		
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 <sup>2</sup> (4) = 3.841, p>0.05, V=0.04.		
Historical data (Q11) x Holiday (Q13) X <sup>2</sup>		
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.		

HAND-OFF SURVEY	ADDITIONAL ANALYSES	
Question	Statistical Analysis	
Nurse Manager vs. S	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. <i>Small effect sizes suggest that differences in hand-off processes among positions are of little practical implication.</i>		
Individual hand-off processes: 3a: The univariate tests revealed that this hand-of 2446) = 32.769, p<0.01, $\dot{\eta}^2$ = 0.01. Staff RNs utilize this process less.	ff process significantly differed by respondent title, F(2,	
3b: The univariate tests revealed that this hand-of 2446) = 7.652, p<0.01, ή <sup>2</sup> = 0.00. <i>Staff RNs utilize this process less.</i>	ff process significantly differed by respondent title, F(2,	
3c: The univariate tests revealed that this hand-of 2446) = 21.105, p<0.01, $\dot{\eta}^2$ = 0.01. Staff RNs utilize this process less.	ff process significantly differed by respondent title, F(2,	
3d: The univariate tests revealed that this hand-of 2446) = 0.209, p>0.05, ή <sup>2</sup> = 0.00. No difference between staff RNs and nurs	ff process significantly differed by respondent title, F(2, se managers.	
3e: The univariate tests revealed that this hand-of 2446) = 0.152, p>0.05, ή <sup>2</sup> = 0.00. <i>No difference between staff RNs and nurs</i>	ff process significantly differed by respondent title, F(2, se managers.	
3f: The univariate tests revealed that this hand-off 2446) = 3.050, p>0.05, ή <sup>2</sup> = 0.00. <i>No difference between staff RNs and nurs</i>	f process significantly differed by respondent title, F(2, se managers.	
3g: The univariate tests revealed that this hand-of 2446) = 9.736, p>0.05, $\dot{\eta}^2$ = 0.00. No difference between staff RNs and nurs	ff process significantly differed by respondent title, F(2,	
	t-test & X <sup>2</sup>	
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 <sup>2</sup> =0.06. The results of the chi-square revealed a significant pattern of presence of a formal time period among the different titles, X <sup>2</sup> (4) = 33.060, p<0.01, V=0.12. The corresponding effects are considered small. <i>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.</i>		
	t-test & X <sup>2</sup>	
of respondent title on the amount of time dedicated significant effect (t(544.770) = -2.166, p<0.05, $r^2=0$ to be interpreted as the assumptions of the test we the cells).	0.01. This is a small effect. The chi-square was unable ere violated (e.g., expected frequency less than 5 in 2 of	
	nurse managers and staff nurses in their estimate of managers indicated more time (31-45 minutes) when 0 more frequently).	

HAND-OFF SURVEY A	DDITIONAL ANALYSES	
Question	Statistical Analysis	
	aff Nurse Comparisons	
Respondent Title x Respond/Questions (Q6)	X <sup>2</sup>	
A chi-square test of independence was conducted to		
	5. The results of the chi-square revealed a significant	
pattern among different positions, $X^2$ (2) = 29.221, p		
	r opportunity to ask questions than staff RNs.	
Respondent Title x Interruptions (Q7)	t-test & X <sup>2</sup>	
	independence were conducted to assess the effects urring during the hand-off process. The results of the	
t-test revealed a significant effect, t(557.302) = -4.22		
revealed a significant pattern of distractions during h		
p<0.05, V=0.12.		
	cur to a lesser degree (0-50%) than staff RNs (75-	
100%).		
Respondent Title x Action/Interruptions (Q9)	t-test & X <sup>2</sup>	
An independent sample t-test and chi-square test of		
of respondent title on the actions taken to limit interru		
	.618, p<0.01, r2=0.10. This is a medium effect. The	
results of the chi-square revealed a significant patter		
among different positions, X <sup>2</sup> (4) = 54.751, p<0.01, V	miting interruptions (75-100%) when compared to	
staff RNs (0-50%).	mining interruptions (73-70076) when compared to	
Respondent Title x Verification (Q10)	t-test & X <sup>2</sup>	
	independence were conducted to assess the effects	
of respondent title on ability to verify hand-off information	ation. The results of the t-test revealed a significantly	
effect, t(590-736) = 8.569, p<0.01, r <sup>2</sup> =0.11. This is a		
revealed a significant pattern in ability to verify conte	nt of hand-off information among different titles, X <sup>2</sup>	
(4) = 50.953, p<0.01, V=0.14. This is a small effect.		
	pportunity to verify content of hand off (75-100%)	
when compared to staff RNs (0-50%). Respondent Title x Historical data (Q11)	t-test & X <sup>2</sup>	
An independent sample t-test and chi-square test of		
of respondent title on the opportunity to review histor		
	.01, $r^2$ =0.10. This is a medium effect. The results of	
	rtunity to review historical information among different	
positions, X <sup>2</sup> (4) = 48.251, p<0.01, V=0.14. This is a		
	pportunity to review historical information during hand	
off (75-100%) when compared to staff RNs (	(0-50%).	
Respondent Title x Length shift (Q12)	X <sup>2</sup>	
A chi-square test of independence was conducted to		
differences given shift length. The results of the chi-	square revealed a significant pattern in hand-off ent positions, $X^2(1) = 10.288$ , p<0.01, V=0.06. This is	
a very small effect.	(1) = 10.200, p < 0.01, v = 0.00. This is	
	ore differences in the implementation of hand-off	
processes as a result of shift length.		
Respondent Title x Holiday (Q13)	X <sup>2</sup>	
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 diffe	erent positions, X <sup>2</sup> (1) = 5.523, p<0.01, V=0.05. This	
is a very small effect.	are differences in the implementation of head of	
processes as a result of holiday shifts.	ore differences in the implementation of hand-off	
processes as a result or noniday shifts.		

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< $0.01$ , $\dot{\eta}^2 = 0.01$ .		
14b: The univariate tests revealed that this hand-off content area significantly differed by position, F(1, 2445) = 34.984, p<0.01, $\dot{\eta}^2$ = 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, $\dot{\eta}^2$ = 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, $\dot{\eta}^2$ = 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, $\dot{\eta}^2$ = 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, $\dot{\eta}^2$ = 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, $\dot{\eta}^2$ = 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, $\dot{\eta}^2$ = 0.00.		
Respondent Title x Shift change primary (Q15)       X <sup>2</sup> 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, X <sup>2</sup> (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, $\dot{\eta}^2 = 0.01$ .		
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, $\dot{\eta}^2 = 0.01$ .		

# HAND-OFF SURVEY ADDITIONAL ANALYSESQuestionStatistical Analysis

Nurse Manager vs. Staff Nurse Comparisons

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,  $\dot{\eta}^2 = 0.01$ .

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,  $\dot{\eta}^2 = 0.01$ .

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,  $\dot{\eta}^2 = 0.00$ .

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,  $\dot{\eta}^2 = 0.00$ .

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,  $\dot{\eta}^2 = 0.01$ .

Respondent Title x Risks (Q17)

**X**<sup>2</sup>

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, X<sup>2</sup> (1) = 0.864, p>0.05, V=0.02. This is a very small effect. *There was no difference between nurse managers and staff RNs in their experience of risk during hand off.* 

## 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<sup>2</sup>(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.