

# Let's Talk About...

## Bedside handoff

Bedside handoff is the process caregivers use to talk to each other when new caregivers are about to care for your child. This happens when one caregiver's work shift ends and another shift begins.

Primary Children's Hospital uses a standardized bedside handoff process to make sure your child is safe, improve their quality of care, and strengthen the relationship between you and your child and the care team.

### What happens during bedside handoff?

Bedside handoff is done in your child's room at their bedside. At this time, your child's caregivers will talk to you, your child, other family members, and each other to share important information about your child's care.

During bedside handoff, your child's caregivers will:

- Introduce themselves and get to know you and your child
- Check your ID bands and your child's
- Ask which family members want to be in the room when they report on your child's care
- Review your child's medical history and medicines
- Update the whiteboard with information about your child's care
- Look at medical equipment and make sure it is working
- Talk with you about medical plans and goals
- Give you time to ask questions and talk about concerns



### Who can be in the room during bedside handoff?

You decide which family members are in the room during your child's bedside report. Visitors will be asked to leave the room, unless you invite them to stay. If you're uncomfortable about the information caregivers are discussing, you can tell them at any time.

### Why does my child need bedside handoff?

Bedside handoff is important, because it:

- Keeps your child safe
- Involves parents in your child's care
- Helps you know the latest about your child's condition
- Allows you to ask questions
- Allows you to be part of your child's caregiver team

The handoff process lets the caregiver who's leaving and the caregiver beginning their shift look at your child together at the bedside. They can update the whiteboard together and talk about your child's care needs.



**Understanding your child’s care will help you become an advocate for their health.**

**Ask your care team about your child’s:**

- Doctor’s name
- Plan
- Goals
- Concerns
- Medications and times
- Pain level management
- Eating and drinking limitations
- Activity level
- How much you need or want to be present during bedside handoffs

**When does bedside handoff happen?**

Bedside handoff happens at each shift change (for example, 7 AM and 7 PM). Caregivers do this safety process consistently with every patient to be able to work as a team and personalize your child’s care.

You and your family do not have to take part in the bedside handoff, but your child’s caregivers will still go through the process every 12 hours in your child’s room. If you are sleeping during the report and wake up during it, you can join the conversation if you want to.

**How can I help my child adjust to bedside handoff?**

Explain bedside hand off to your child:

- Time for caregivers to talk to each other about your child’s care
- A chance to talk with caregivers (no pokes or pain)
- Help caregivers learn what your child likes and doesn’t like

**What if I have questions about bedside handoff?**

Ask your child’s caregivers anytime you have questions about bedside handoff. You are your child’s best advocate and a valuable member of our team. Telling your caregivers about your child helps them provide personalized, high-quality care.

**Notes**

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