



Effective communication of timely and accurate information minimizes misunderstanding and enhances patient safety

Relevant patient information exchanged between health care teams will depend on the nature of the care transition

Patient information can include written information or instructions, action plans, contact information, relevant reports, etc.



Information Transfer

- ✓ A **NEW NS Health Information Transfer Policy** [CL-SR-015] will go live in **September 2022**. The policy outlines information required to be shared at care transitions.
- ✓ **COMING SOON!** NS Health transfer forms for facility to facility transitions and episodic transitions.
- ✓ **Documentation tools and communication strategies** (e.g, SBARs, checklists, discharge materials/instructions) are required to **standardize information transferred**.
- ✓ **Patients & essential care partners** should be **provided with information** to make decisions and support their own care.
- ✓ Make sure information transfer is **documented!**
- ✓ How do you know if your information transfer practices are effective? Some **ways to evaluate include chart audits, asking patients and essential care partners for feedback, or reviewing** Safety Improvement and Management System (**SIMS**) reports around information transfer
- ✓ **Actions should be taken when areas for improvement are identified** through evaluation and/or feedback



For more information, please review the [Accreditation Canada ROP Handbook](#)