Where Does Information Exchange Need Strengthening?

Important Information Exchanges	Frequency of Occurrence		
	Often	**Occasionally**	**Rarely**
All relevant information about the patient's previous care and services is available to caregivers at the time of the patient's entry to the setting or service.	☐	☐	☐
Patients and their families are informed about proposed care and associated risks and costs.	☐	☐	☐
Care is planned collaboratively, involving all responsible caregivers, patients, and patients' families.	☐	☐	☐
Patient records from all care settings within the organization can be quickly assembled when needed.	☐	☐	☐
Information is well communicated among care providers during different phases of care and across different settings.	☐	☐	☐
Everybody providing care to a patient uses the same treatment plan.	☐	☐	☐
Communication problems do not result in patient incidents.	☐	☐	☐
Diagnostic test results are accurate and communicated to practitioners in a timely manner.	☐	☐	☐
Translator services are available for non-English-speaking patients.	☐	☐	☐
Caregivers have ready access to critical patient information (e.g., allergies, condition, current status, etc.).	☐	☐	☐
Caregivers follow a consistent procedure for communicating pertinent patient information during shift changes.	☐	☐	☐
Physician-to-physician communication is adequate in situations in which more than one physician is caring for the same patient.	☐	☐	☐
A concise picture of the patient's continuing care needs is provided when he/she is transferred to another provider.	☐	☐	☐
Caregivers consistently follow the organization's patient transfer policy and procedure.	☐	☐	☐
Patients and their families are educated about the patients' conditions and issues affecting self-care.	☐	☐	☐
Patients and their families are involved in discharge planning.	☐	☐	☐
Patients are contacted following an unexplained missed appointment for a clinic visit, diagnostic test, or elective hospital admission.	☐	☐	☐
The people caring for a hospitalized patient talk with the people who will care for the patient after discharge.	☐	☐	☐