

Warm Handoff Plus

1 Review intervention and training materials

Understand the purpose, use, and benefits of Warm Handoff Plus.

Review the training toolkit.
Watch the Warm Handoff Plus video.

2 Make decisions for your implementation

Set scope

Which transitions will you target for Warm Handoff Plus? Medical assistant to clinician? Clinician to medical assistant? Clinician to educator? Medical assistant to lab? Other?

Revise workflow

How will current workflow have to change to accomplish Warm Handoff Plus?
What are the implications of changing the workflow?
How will those implications be addressed?
Will you use the checklist?

5 — Go live with implementation

Inform staff of timeline.
Go live.
Identify good implementors and use them as peer coaches.

Continue to promote Warm Handoff Plus and encourage its use.

6 — Evaluate your progress

Evaluate effectiveness