The Guide to Improving Patient Safety in Primary Care
Settings by Engaging Patients and Families
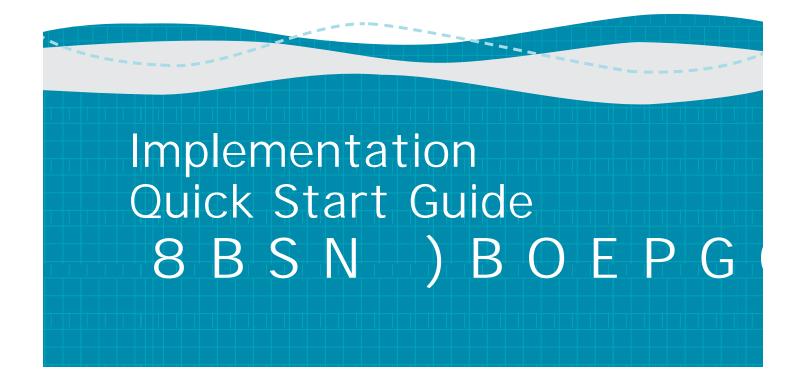
Implementation
Quick Start Guide

8 B S N   ) B O E P G

Table of Contents

For Practice Staff and Clinicians

Material	Uses	Description and Format
Warm Handoff Video	Instruct clinicians and staff in performing warm handoffs.	ƒ This short video explains the warm handoff technique. It explains the process and bene ts of a warm handoff and demonstrates exemplar warm handoffs in the primary care setting. ƒ Format: Video

For Practice Administrators

Material	Uses	Description and Format
Design Guide for Implementing Warm Handoffs	Help practices adopt warm handoffs as the standard in the practice.	ƒ Practices can use this implementation guidance to help them develop the processes and procedures needed to adopt warm handoffs. ƒ Format: Multipage document

Resources Needed To Implement Warm Handoffs

To adopt warm handoffs as a standard protocol, many practices will need to adjust their work ow. The primary resource needed to adopt warm handoffs is time. Other resources needed are modest, such as printing the fact sheets.

ƒ Staf ng.

Step 1. Obtain leadership buy-in, and identify a champion.

Strong leadership and staff engagement are important to successful implementation. Identifying a champion within your practice can help guide you in implementing and re ning the use of warm handoffs.

Step 2. Design work ows that allow warm handoffs.

Implementation Notes