

Your name:
Date:

Please return your completed workbook to your coordinator. Thank you.



Learning into action

Use this page to explore your understanding of the subjects covered in the program and the ways in which you can improve the service you provide in the future.

1. After watching the program, I can achieve positive outcomes for older people in my care because:

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2. I have the following ideas to improve the effectiveness of handover:

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3. One thing we can do as team to promote effective handovers:

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Outcome/agreement action plan

Example: *I will improve the quality of care that I am giving to the older person by ensuring that I am aware of key actions surrounding the handover process.*

Consider creating a continuous improvement plan.

- a) Plan the improvement
- b) Implement the improvement
- c) Evaluate the success of the improvement
- d) Decide the next steps



Reflective practice

1. Recall a time when you were attending handover. Describe this experience and include any aspects that you found challenging.
2. Think about and record any personal issues or concerns arising from that experience.
3. Examine these issues or concerns and note your personal intentions at the time you were in the handover.
4. Recall any previous similar experiences and determine whether there were any common factors.
5. Describe what you have learned from this program and how it will change your practice.
6. Ask yourself... 'What do I know, or what can I do to change my practice, that I did not/could not do before viewing the program'?
7. Ask yourself... 'What else do I have to know to improve my skills in this area?' Describe how you will improve your skills in this area.

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