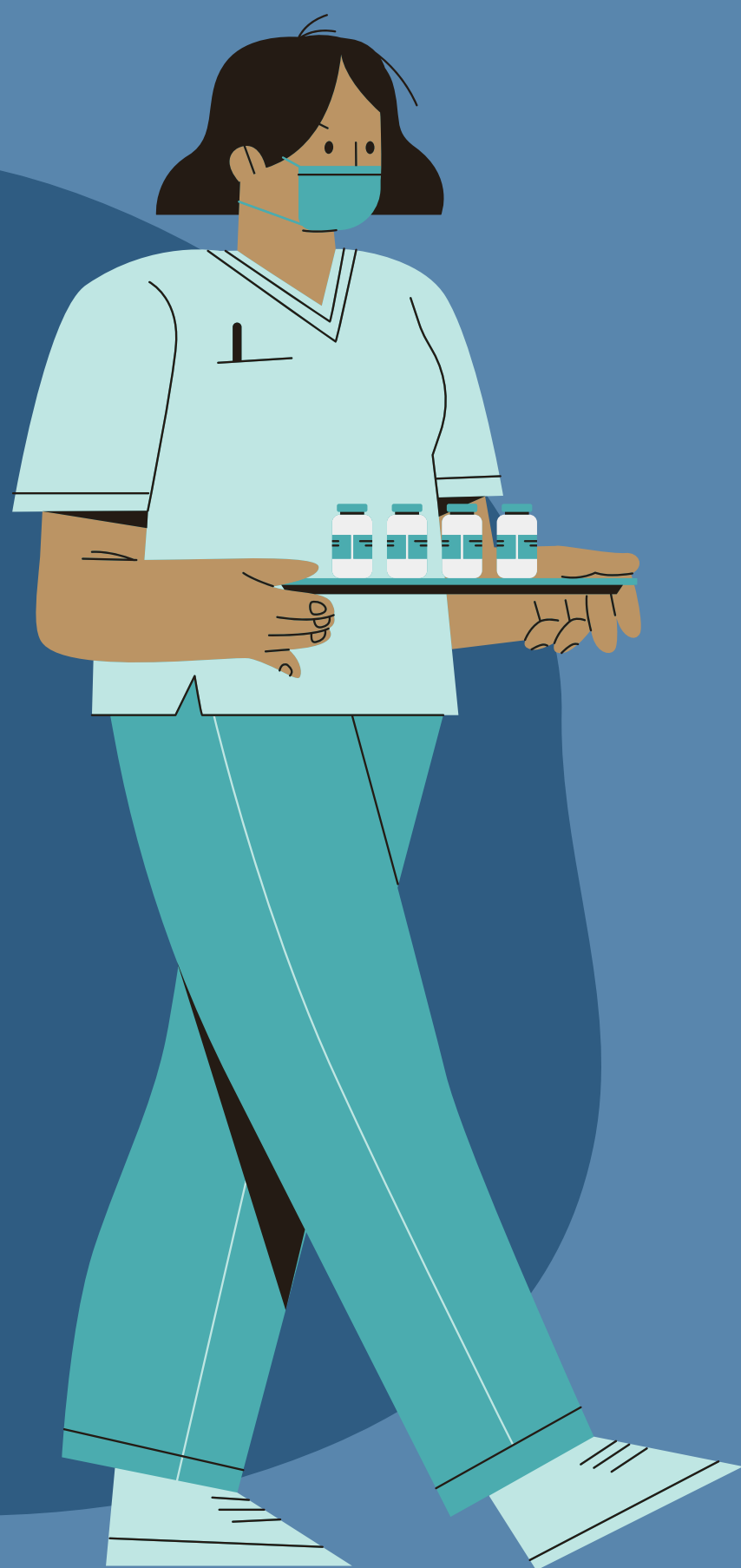


# CARE-Team

make all  
handovers  
interactive



C

## Connect

Introduce yourself and the team

Check who will be caring for the patients

Say thank you and goodbye at the end

A

## Ask

Find out what your colleagues know

Outgoing nurse:

Ask if the incoming nurses have any questions

Incoming nurse:

Ask questions at the end of each iSBAR stage

R

## Readback

Listen and react to whatever your colleagues say

Outgoing nurse:

Provide a succinct summary at the end of each patient's handover

Incoming nurse:

Restate the summary in your own words

E

## Engage

Respect sensitivities and be aware of the feelings

Outgoing nurse:

Respond to questions and react positively to whatever colleagues ask

Incoming nurse:

Be attentive and actively ask questions and confirm comprehension.