

Implementing receiver-driven handoffs to the emergency department to reduce miscommunication.

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<https://psnet.ahrq.gov/issue/implementing-receiver-driven-handoffs-emergency-department-reduce-miscommunication>

Over a three-year period, this study audio-recorded handoffs of outpatient clinics to a pediatric emergency department (ED) to determine whether use of a receiver-driven structured [handoff](#) intervention can reduce miscommunication and increase perceived quality, safety, and efficacy. Implementation of the tool resulted in a 23% relative reduction in miscommunication and in increased compliance with handoff elements, including illness severity, pending tests, contingency plans, and detailed callback requests, as well as improved perceptions of healthcare quality, safety, and efficiency.