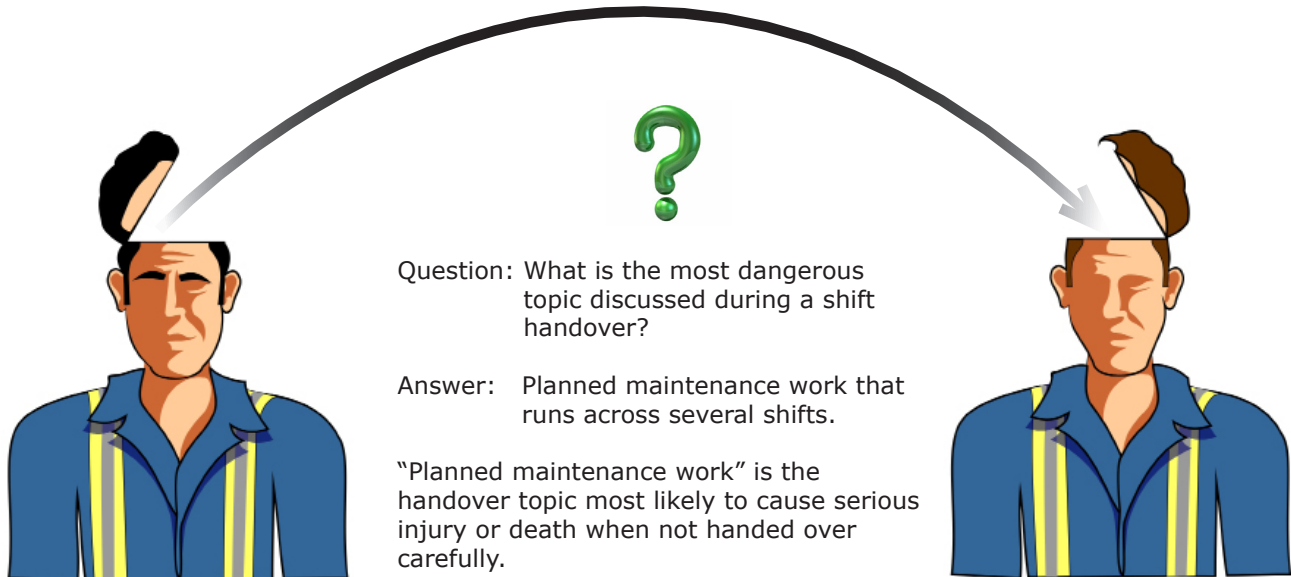


Shift Handover

50% of all operating mistakes happen in the first 30 minutes after a handover.

Why?

Because the person coming on doesn't get the handover he or she needs.



Best Shift Handovers

Best Shift Handovers Use Two Types of Communication: Log Book + Face-to-Face Conversation

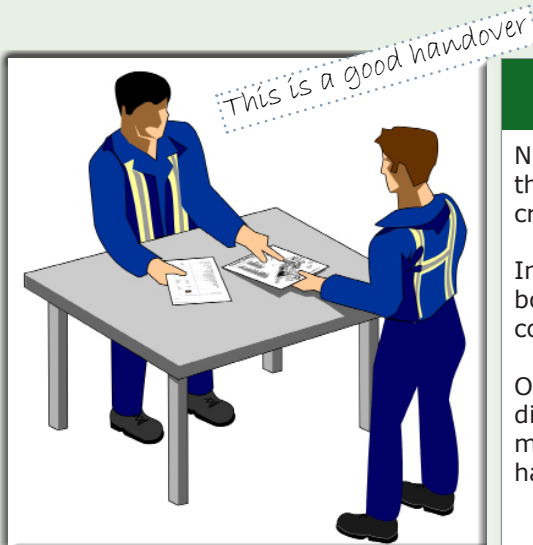
Log Book

NOT a blank book with handwritten notes.

Instead, best log books are visual.

The best use:

- areas maps
- checklists
- equipment icons
- diagrams of processes
- risks in color (highest to lowest)
- thumbnails of active work permits



Face-to-Face

NOT good enough to just leave the log book for the oncoming crew to read.

Instead, best handovers use log book together with a face-to-face conversation.

On average, face-to-face discussions clarify 3 serious misunderstandings during each handover.

Supporting Information

Talking Points - Shift Handovers

Is this true for us:

"50% of mistakes happen in the first 30 minutes of a shift"?

Should we be worried about handing over "planned maintenance"?

"Planned maintenance running across shifts is the most dangerous handover topic."

Research shows a blank handover book with only handwritten notes is not best practice.

Can we make a new handover book that is more visual:

- icons for equipment
- maps
- thumbnails for open work permits
- colors for risk levels
-with places for handwritten notes next to each visual

Do we use a handover book **INSTEAD** of a face-to-face conversation?

Research shows you need both (log book + face-to-face).

3 big mistakes clarified in each face-to-face handover conversation

Fifty Percent of Operating Mistakes Happen in the First 30 Minutes on the Shift

Study details:



- air traffic controllers
- 3,222 controller errors between 1988 and 1994
- FAA's Operational Error/Deviation system database
- sponsored by U.S. FAA (Federal Aviation Administration) and NASA (National Aeronautics & Space Administration)

Rocco, Pamela S.: "The Role of Shift Work and Fatigue in Air Traffic Control Operational Errors and Incidents", January 1999.

www.dtic.mil/cgi-bin/GetTRDoc?AD=ADA360730

Best Handovers Use Log Book + Face to Face

Study details:



- study of shift handovers during the MER Mission (Mars Exploration Rover)
- MER landed two robot rovers on Mars

Parke, Bonny and Andrew Mishkin: "Best Practices in Shift Handover Communication: Mars Exploration Rover Surface Operations", October 2005.

<http://www.docstoc.com/docs/50919414/BEST-PRACTICES-IN-SHIFT-HANDOVER-COMMUNICATION-MARS-EXPLORATION-ROVER>

Biggest Handover Mistake: Planned Maintenance

Study details:



- examined five serious accidents where handover problems were a contributing factor
- industries studied: offshore oil & nuclear power
- conclusion: "All incidents involved planned maintenance work."

Lardner, Ronny: "Effective Shift Handover - A Literature Review", *Offshore Technology Report - OTO 96 003*, U.K. Health & Safety Executive, Offshore Safety Division, June 1996.

<http://www.hse.gov.uk/research/otopdf/1996/oto96003.pdf>

Three Misunderstandings Corrected During Face-to-Face Conversations

Study details:



- nuclear reprocessing plant
- shift handovers by production supervisors
- handovers were tape recorded and observed
- total of 16 taped handovers with face-to-face conversations plus log books
- average of 2.66 misunderstandings clarified in each face-to-face turnover conversation

Lardner, Ronny: "Effective Shift Handover - A Literature Review", *Offshore Technology Report - OTO 96 003*, U.K. Health & Safety Executive, Offshore Safety Division, June 1996.

<http://www.hse.gov.uk/research/otopdf/1996/oto96003.pdf>