Level 4 – Fatigue Risk Trajectory

Information Exchange Review

Evaluate how you currently exchange information from one shift to the next. Use the results to guide in the creation, modification, or improvement of your existing information exchange protocol to prevent miscommunication or lack of communication due to fatigue. Refer to the Shift Change – Information Exchange tool for a customizable template and sample as a starting point for creating a handover document.

Note: A more formalized approach may be beneficial.

Information Exchange Process

|  |  |  |
| --- | --- | --- |
| Current Process | Yes | No |
| Is there a formal process for employees to follow regarding shift handover or information exchange protocols? | 🞏 | 🞏 |
| Is there a logbook or other means for documenting any information that needs to be exchanged? | 🞏 | 🞏 |
| Is there an individual from the outgoing shift responsible for overseeing/communicating the information to the oncoming shift? | 🞏 | 🞏 |
| Is there an individual from the oncoming shift responsible to receive, review and share the information from the previous shift? | 🞏 | 🞏 |
| Is there a formal review process or sufficient overlap of time between crews to ensure adequate information exchange? | 🞏 | 🞏 |

Does the information exchange process include:

|  |  |  |
| --- | --- | --- |
| **Current Process** | **Yes** | **No** |
| Changes to daily operation information? | 🞏 | 🞏 |
| Emergency or abnormal working conditions that occurred? | 🞏 | 🞏 |
| Identification of any employees working extra hours? | 🞏 | 🞏 |
| Status of scheduled/unscheduled maintenance activities? | 🞏 | 🞏 |
| Errors or incidents that may have occurred? | 🞏 | 🞏 |
| Changes in safety conditions? | 🞏 | 🞏 |
| Changes to physical assets, practices, and responsibilities? | 🞏 | 🞏 |
| Alarm reviews? | 🞏 | 🞏 |
| Third-party incidents with potential direct or indirect impact on operations? | 🞏 | 🞏 |