

# A GUIDE TO IMPROVE HAND OVER SHIFT TO SHIFT

QLL02

## TEAM MEMBERS

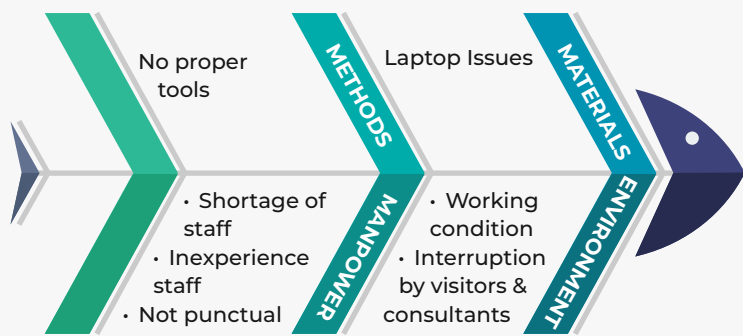
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## INTRODUCTION

Handover documentation and reports from shift to shift ensure a smooth transition and continuity of work. Effective handover documentation should be clear, concise, and relevant to the context of the handover. Based on observations and feedback, staff passing over reports for a 20-bed ward without proper guidelines took an average time of 1.5 hours which equivalent to 5 minutes per patient. Influencing factors were a high degree of patient unpredictability, increased patient volumes and rapid patient turnover, high activity and challenges for high-quality handover communication. This study aims to evaluate the quality and effectiveness of handing over reports after the implementation of improvement strategies. The team targeted to improve handing over reports within 40 minutes.

## GAP ANALYSIS



## ACTION PLAN

Introduce the new Nursing intervention of handing over report time from 60 minutes to average of 40 minutes.

## METHODS

A survey was conducted among Nursing teams by distributing questionnaires on the factors contributing to the time taken for passing over more than 1.5 hours. The activity was conducted to generate a Plan-Do-Study-Act (PDSA) cycle for this quality improvement project. Baseline data included factors contributing to the long pass over time such as moral distress, knowledge, and attitudes toward moral distress. The intervention implemented was a handover checklist that includes the patient's background, assessment, progress note, medication, chart and investigation result viewer. A sample of 30 Nursing staff utilized the tool over three weeks. The post-intervention survey included using the same initial questions to assess the effectiveness of the improvement activity.

Date : 1<sup>st</sup> August 2023 till 30<sup>th</sup> October 2023  
Data Type : Continuous Data (in-patient only)

Inclusion Criteria : AM & PM shift duty  
Exclusion Criteria : Night shift duty

Ward	Month	Average Total BOR (%)	Total Average Time (Mins)
	Aug	80	60
MD	Sept	88	50
	Oct	91	60

## DISCUSSION

The initiative provides opportunities for improvement and supports the development of standardization of handover reports in the clinical setting.

## CURRENT SITUATION

Check mandatory item (e.g. dangerous drug)



## METHODS

## MANPOWER

Possible Caused

No proper tools

• Shortage of staff  
• Inexperience staff

Solving Capability

Possible

Possible

Effect If Cannot Be Solved

No guidelines to follow

• Delayed handing over  
• Miscommunication

Analysis

Develop a guideline

• Increase number of staff  
• Provide training and coaching

## 6 HANDOVER ELEMENTS

01 Patient's Background <i>Name, Admission Date / MRN, Weight / Height, Age / Sex, Diagnosis, Medical History, Doctor's Name</i>	02 Assessment <i>IV Therapy, Nursing Care, Diet, Lab Investigation, Physiotherapy, Imaging, Pending Issue</i>	03 Progress Note <i>Latest update from Nurses &amp; Doctor's Note - ** Remarks Doctor's Note / Ordered / Planned</i>
04 Chart <i>EWS - Haemodynamic, Fluid &amp; Balance, Blood Glucose, Circulation, Drain, PEFR, PAD, Others</i>	05 Medication <i>Days of Antibiotic, Medication Name, Medication Frequency, Route of Medication, Time of Next Dose, Top up Medication</i>	06 Investigation Result Viewer <i>Latest Lab Result, GXM - Blood in Reserve, **Dengue - FBC, PLT, HCT, HB</i>

Ward:

No.	Criteria	Description	C/ NC/ NA	C/ NC/ NA	C/ NC/ NA	C/ NC/ NA	C/ NC/ NA	C/ NC/ NA	Remarks
1	Patient Background	Nurses have completed the individual patient report according to: • Patient Name • Admission Date • Weight • Age / Sex • Diagnosis • Medical / Surgical / Allergic History • Doctor's Name							
2	Assessment	Preceding and On-coming nurses perform checks on the following (40): • Draps • Devices (iv line, holster, pica machine, knee brace, arm sling, etc) • Drains (wound care, urinary catheter, etc) • Dressings							
3	Progress Note	• Nurses have to update doctors current progress to the patient • Nurses to update report according to the doctors current plan							
The sequence of handover :									
4	i) Patient assessment	* Assessment: admission form * Intervention Plan 1- Patient Assessment Checklist * Intervention Plan 2- Patient Plan of Care							
	ii) Doctors notes	Carry out treatment order							
	iii) Nursing notes	Patient progress updates							
	iv) Observation Chart	EWS, post op observation, blood transfusion observation, etc)							
	v) Related chart	I/O chart, Humpty Dumpty blood sugar chart, circulation chart, etc)							
	vi) MAR	Schedule drugs updated (with remarks when drug served beyond time)							

Sample of Handover Checklist

## RESULT

The implementation of the handover checklist has significantly enhanced efficiency, with the average handover report now meeting the target within 40 minutes. This improvement, which saves 20 minutes per handover, contributes to increased quality care time for patients, reduces staff stress levels, and positively impacts their attitudes, knowledge, and morale.

Ward	Month	Average Total BOR (%)	Total Average Time (Mins)
	Nov	80	40
MD	Dec	88	45
	Jan	91	40

## REFERENCES

- Selda Karaveli, Filiz Ozel Cakir (2023) Evaluation of Nurses' Shift Handover, January Vol 16, issue 1 page 43
- Ahmadreza Raesi, (2019) Challenges of patient handover process in healthcare services, A systemic review.