

00274 Improving Nursing Shift Handover Process by Implementing Electronic Handover Template

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Aims: Improving Nursing Shift Handover Process by Implementing Electronic Handover Template. The Objectives are to:

- Improve Timeliness of Handover
- Reduce and Shorten Handover Time
- Improve Staff Satisfaction

Methodology: A Care Process Redesign Team workgroup was formed in July 2017. The Team comprises of Nurses, Nursing Administrators, Nursing Informatics and staff from Care Transformation. The Development of Handover Checklist was designed through :

1. Use of Current Citrix Interface – Capable of Re-Organising information
2. Confirm Essential Information Required for Handover
3. Design and Test Presentation of Information on Handover Checklist
4. Pilot Trial

Time Motion Study was conducted on the traditional Handover process. Average time taken to handover one team of 12 patients was 48 minutes. This translates to undesirable time spent in each shift where nurses are not available for patient care. Sequence of handover using Microsoft Excel was drafted to identify all elements required in Nursing Handover. Pilot Trial was conducted and feedback gathered before the introduction of Nursing Shift Handover Template. The Template was Modified further from feedback to enhance user and ease standardization and flow.

Result: Post implementation survey was conducted. The feedback has been positive. The Handover Template allows nurses to have a:

- Standardized Sequence of Handover
- Faster handover
- Easy handover
- Less interruption
- Easy access

Time motion study conducted post implementation of the New Handover Template. There is a significant reduction in handover time. Average time taken to handover one team of 12 patients was reduced to 24 minutes.

Conclusion: The success of this project was spread to two other wards. Results are positive with 91% recommending its use. The project has won approval from the Management for a Hospital Wide Spread .