Enhancing Patient Centered Care by Transforming Clinical Handover At Bedside



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Introduction

Clinical handover is a routine of nursing communication during shift handover that plays a pivotal role in patient safety and quality agenda in daily practice. In existing practice, nurses conducted handover at nursing station away from patients. Reengineering the operation procedure of shift changing at bedside by using ISBAR approach and patient-centered of care. Then, implementation of environmental and equipment safety scan checking. Aims to provide safe care and safe environment to enhance its efficiency and effectiveness. Besides, it provides opportunities for patients contribute to their plan of care that may reduce discharge time. Furthermore, allows building rapport between patients and nurses by improving patient education.

Aims

P Patient's overall condition is easily observed and Patient's participation

R Risks awareness





E Equipment Safety and Patient Education

S Surrounding Safety

S Staff Safety









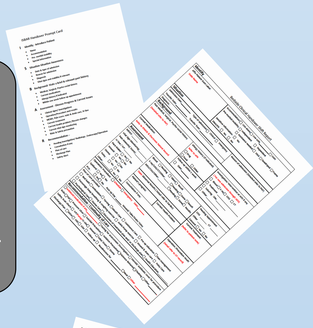
Objectives

- Develop a standardize approach for clinical handover at bedside
- Promote situation awareness and patient centered of care
- Help to mentor junior staff and new comers
- Improve patient and staff safety
- Engage patient about their treatment and care plan

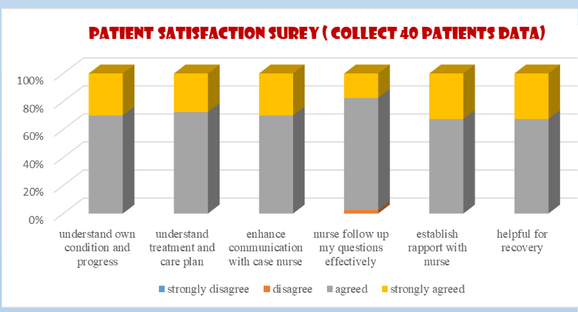


Methodology

Plan	Do	Act	Check
Conduct observational audit to review existing practice Set up a workgroup with different representatives Design staff opinion survey on the program	Discuss among ward staff and gather information Review literatures to gain evidenced support for implementation of change Identify the barriers and improvement areas	Develop the ISBAR Handover Prompt card & Bedside shift report Prepare scenarios & conduct staff education Implement bedside clinical handover (Am shift to Pm shift)	Collect patient Satisfaction survey Collect staff opinion survey Nursing Quality Indicator

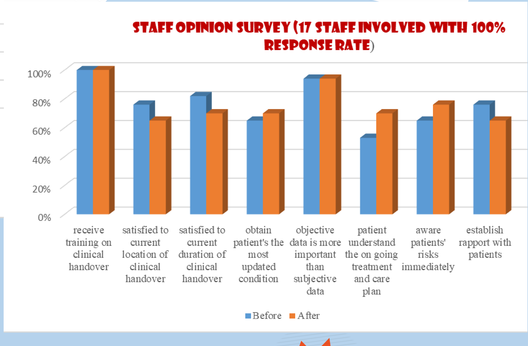


Results









Nursing Quality Indicator	Before	After
Fall incident rate	0.4	0
Pressure Injury incident rate	0	0
Medication incident rate	0.2	0

Conclusion

Nurses agreed that patient's overall condition and risks are easily observed during handover. On the other hand, nurses felt that increase interruptions and distractions during bedside clinical handover. Patients welcome handover conducted at their bedside, as an opportunity for better understanding their disease, on-going treatment and plan of care. They also agreed that is benefit for nurse-patient to establish trusting relationship. Further modification of workflow and communication skill training are useful to sustain the program.





References

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