

Project Name: Bedside Handover

Organisation: South Eastern Health & Social Care Trust



Aim

In Maynard Sinclair the Nursing Handover has always taken place behind closed doors. In February 2014 a staff questionnaire revealed high levels of frustration and dissatisfaction, the need for change was evident. Various styles, versions and efficiency of the handover process were explored and a Quality Improvement Project implementing the Bedside handover in an Australian Hospital in Queensland was identified as the basis of a new style handover. The aim was to implement and ensure 90% compliance with the Bedside Handover in Maynard Sinclair by May 2016

Tests of Change/Methodology Used

Compliance of the Bedside Handover bundle elements were measured using rapid PDSA cycles.

Feedback was also sought from Staff Nurses, Student Nurses and Parents.

Why is this important to service users and carers?

The Bedside Handover puts our children and their parents at the center of our care. This format facilitates guaranteed opportunities for parents to discuss their child's care and progress with the nurses looking after them. The patient safety scan which includes the double checking of documentation and equipment ensures errors are identified and rectified.

Data

Staff Nurse Feedback-

'The addition of SBAR and safety checks make this new handover safer, more concise and controlled'

Parent Feedback-

'We knew exactly why we were in, what has happened up until now and what the next course of action would be'

Learning and Outcomes

Improved patient safety
Improved patient and parent experience
Improved staff satisfaction, confidence and communication skills

Contact

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Bedside handover Dashboard