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Enhancement of Clinical Handover in Acute Geriatric Unit

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Introduction

Clinical handover is known to be a crucial tool for patients' journey and continuity of care by facilitating coordination with different disciplines among hospital. However, the unique handover content among different staff fails to provide consistent nursing care due to lacking of common language usage and special focus observation. As a result, nurses spend much time on checking patients' clinical notes but less time on nursing observation. Therefore, a CQI project was formulated to provide a structured and standardized clinical handover reminder to save time and improve nursing observation.

Objectives

To align handover content To enhance nursing observation To improve time effectiveness

Methodology

A team of three nursing staff was formed since July 2014. The team reviewed the practice of clinical handover and time consumed for checking patients' clinical notes. A structured Handover Reminder was then formulated. The handover reminder consists of two parts: The nursing care domain and the medical focus domain. The nursing care domain consists of 11 focuses based on Giants of Geriatrics such as immobility, instability, impaired intelligence, pain, incontinence, nutrition, end of life care as well as discharge planning. The Clinical Handover serves as a communication tool for services coordination. Also, it serves as a guide for nurses to obtain the above nursing observations and thus, providing appropriate nursing cares. An audit and satisfaction survey were conducted on Oct 2015 to review the project.

Result

Total 100 Clinical Handover was selected randomly for audit. The compliance rate of handover reminder usage is 100%. No miss nursing observation of the 11 nursing care focuses was found with the use of Handover Reminder. All information is transferred successfully throughout the patients' journey. All nursing staff showed a positive feedback of using the Handover Reminder.