



## CASE STUDY

### Swan Ward

# Handover Review

#### Problem:

In May 2015 wards undertaking the 'Releasing Time to Care' programme handover module, were encouraged to review an aspect of handover within their environment that may benefit from improvement.

Swan Ward focused on their nurse night handover which they identified as containing excessive information which, along with interruptions, resulted in a lengthy duration.

Feedback was sought by displaying posters in staff areas. The team were engaged and keen to address and resolve issues. Together, the team collected data and shared their ideas for solutions. It was evident that the location of the actual handover was a hinderance and this prompted its relocation.

#### Solution:

The team discussed options and agreed the following changes:

1. Relocation to the MDT office for a pilot period
2. Delivery of patient information in bay order

#### Outcomes and Benefits:

1. Relocation meant not being disturbed by phone calls, as these were dealt with by staff still on the ward. This was found to be very beneficial and was subsequently adopted as permanent practice.

2. Bay order handover has enabled nurses to be prepared for the time their bays are due and has enabled them to organise their workload accordingly. There is now a more natural flow to handover which follows that of RealTime®, aiding continuity.



The team report that the flow of handover has improved with reduced delays. More work is being done to improve the time taken for handover, particularly around the arrival of patients transferring from other wards at handover time. Since completing the module, the ward have now adopted the same practice for their morning handover.

#### Change Champions:

- Vicky Smith, Ward Manager
- Lucy Miles, Sister
- Staff Nurse, Alison Turner
- Tracey Garrigan, Health Care Assistant