Ashford and St. Peter's Hospitals
NHS Foundation Trust

Improving the Consistency and Quality of Ward Handovers

BACKGROUND

Handovers on Careflow often contain outdated, non-essential information, making it long to read and difficult for the receiving doctors to understand the clinical situation of the patients and the purpose of the jobs.

Careflow updates are often completed by foundation trainees, who may lack the knowledge of what is required in an effective handover, reducing the quality of the contents. National guidance on handovers recommend essential components to be included, which are not the current situation

Good handovers are essential to allow continuity of care in a shift-based work and allow recognition of unwell patients and effectively prioritise jobs. Poor handover may lead to preventable patient harm, particularly when handing over to the weekend team

AIM: To improve the quality of the information available to ensure that effective handovers occur between teams

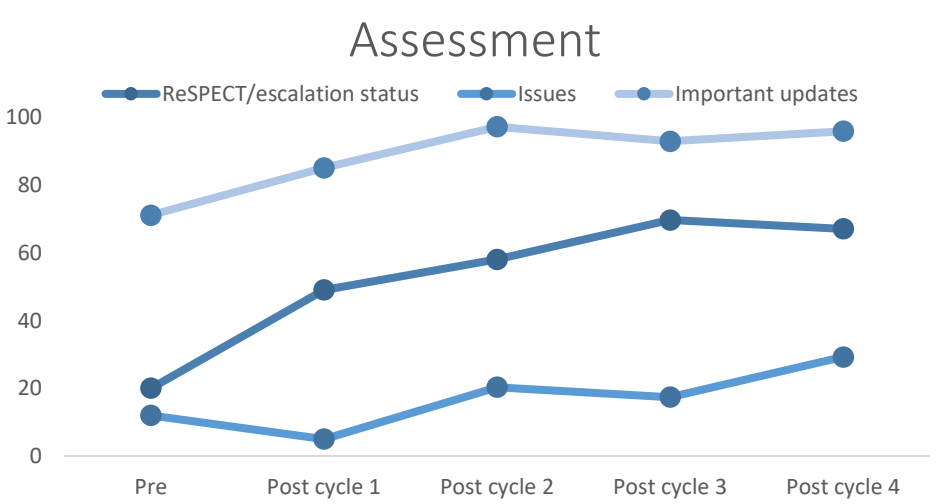
MEASURES

The team reviewed handover information pre PDSA cycles and then after each PDSA cycle to see if the quality of the information available had improved. They used the framework below as a guide.

Situation	Background	Assessment	Recommendation
ADM: EDD: PC: IMP:	PMH:	ReSPECT: Issues: 1) Significant Ix results: Referral outcomes:	Plan (date):*
Nurses COVID status:	FROM: SOCIAL: MOBILITY: NUTRITION: ELIMINATION: NUTRITION:	**Medical therapies:** PREVIOUS: CURRENT: FUTURE: PLAN: Or Not referred	**Handovers (date)** * Weekend (Sat±Sun): Twilight:

Fig 1. Careflow best practice framework

Each patient handover was reviewed to see whether the information was sufficient and necessary for each section and recorded as a % that matched this criteria.



THE CHANGES

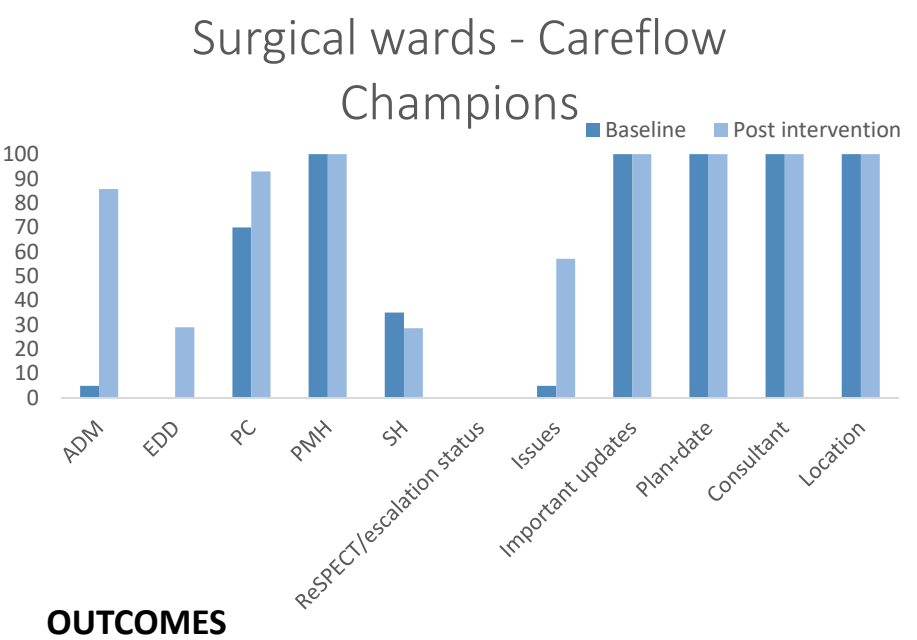
The team looked at a number of ways to inform teams of the what information was pertinent to a robust handover and decided to do a number of PDSA cycles and review the results after each cycle.

PDSA Cycle 1 - F1 teaching session

PDSA Cycle 2 - Posters on wards

PDSA Cycle 3 - Identifying Careflow champions

PDSA Cycle 4 - Re-education F1 teaching session



OUTCOMES

The project has led to an improved awareness amongst teams of the importance of good handover documentation.

Throughout the period of the project, there have been improvements across the wards in various areas. There have been particular improvements on surgical wards around the recording of current issues, which saw am improvement of over 50%.

Further improvements have been seen in the use of SBAR, particularly with respect to the Assessment field (See Fig1). The four PDSA cycles have shown that consistent reminders are a good way to keep staff engaged and improve practice.

THE TEAM

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