

# **Developing and implementing new clinical communication practices: Changing the nursing handover**

**Presenters:**

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St Vincent's Hospital

Emergency

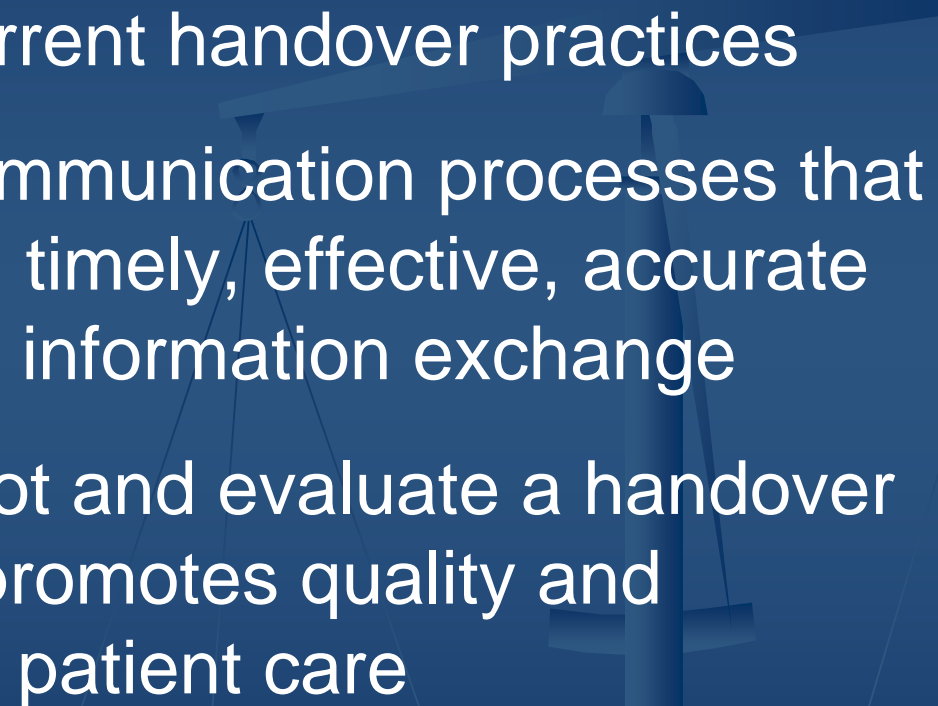
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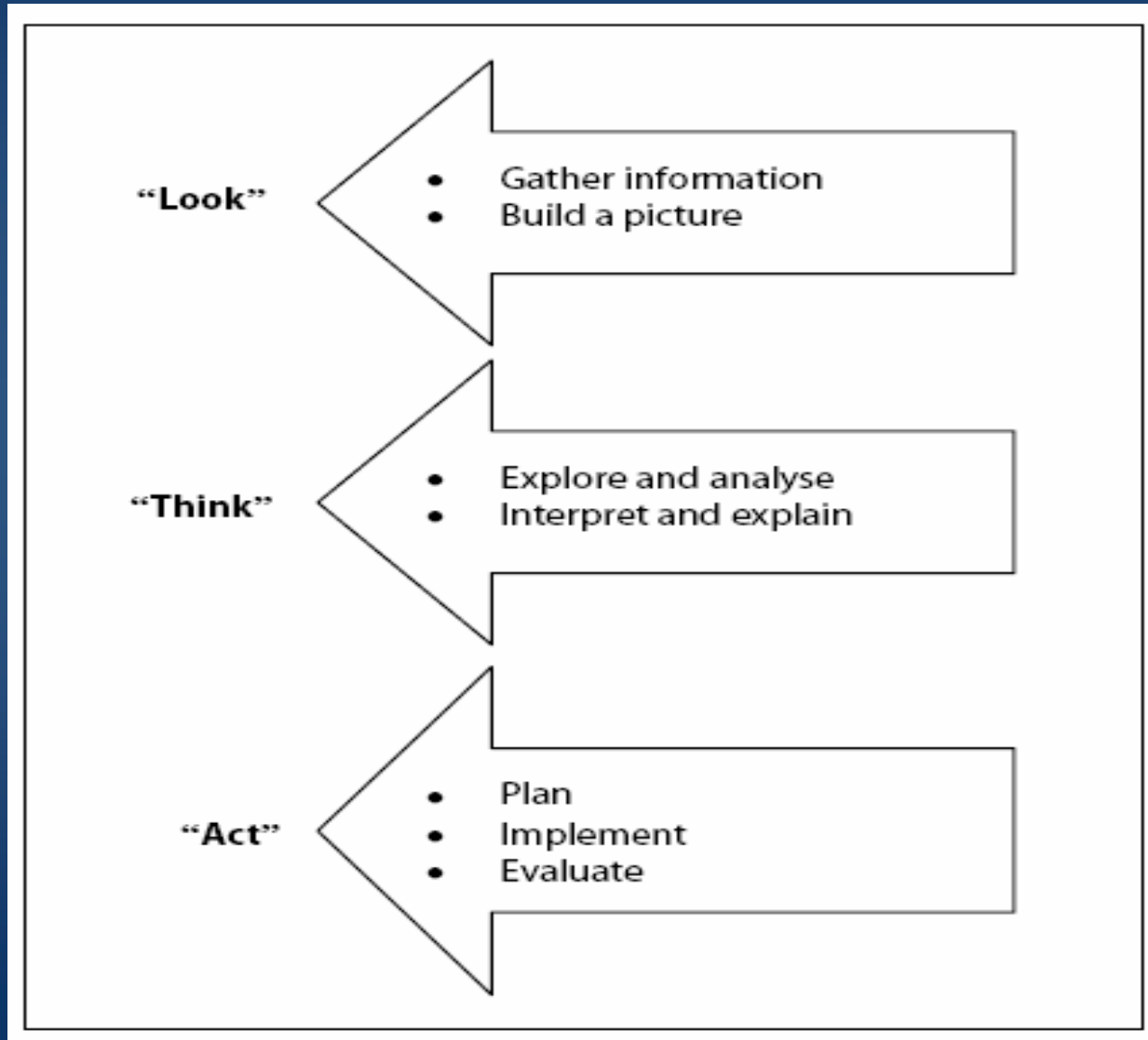
# Key Drivers

- Quality Indicator Performance
  - Patient Incidents
  - Inefficient Use of Workforce Resources
  - Staff Development Opportunities
  - Team-Led Practice Change
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# Project Objectives

- Describe current handover practices
  - Describe communication processes that impact upon timely, effective, accurate and efficient information exchange
  - Develop, pilot and evaluate a handover model that promotes quality and continuity of patient care
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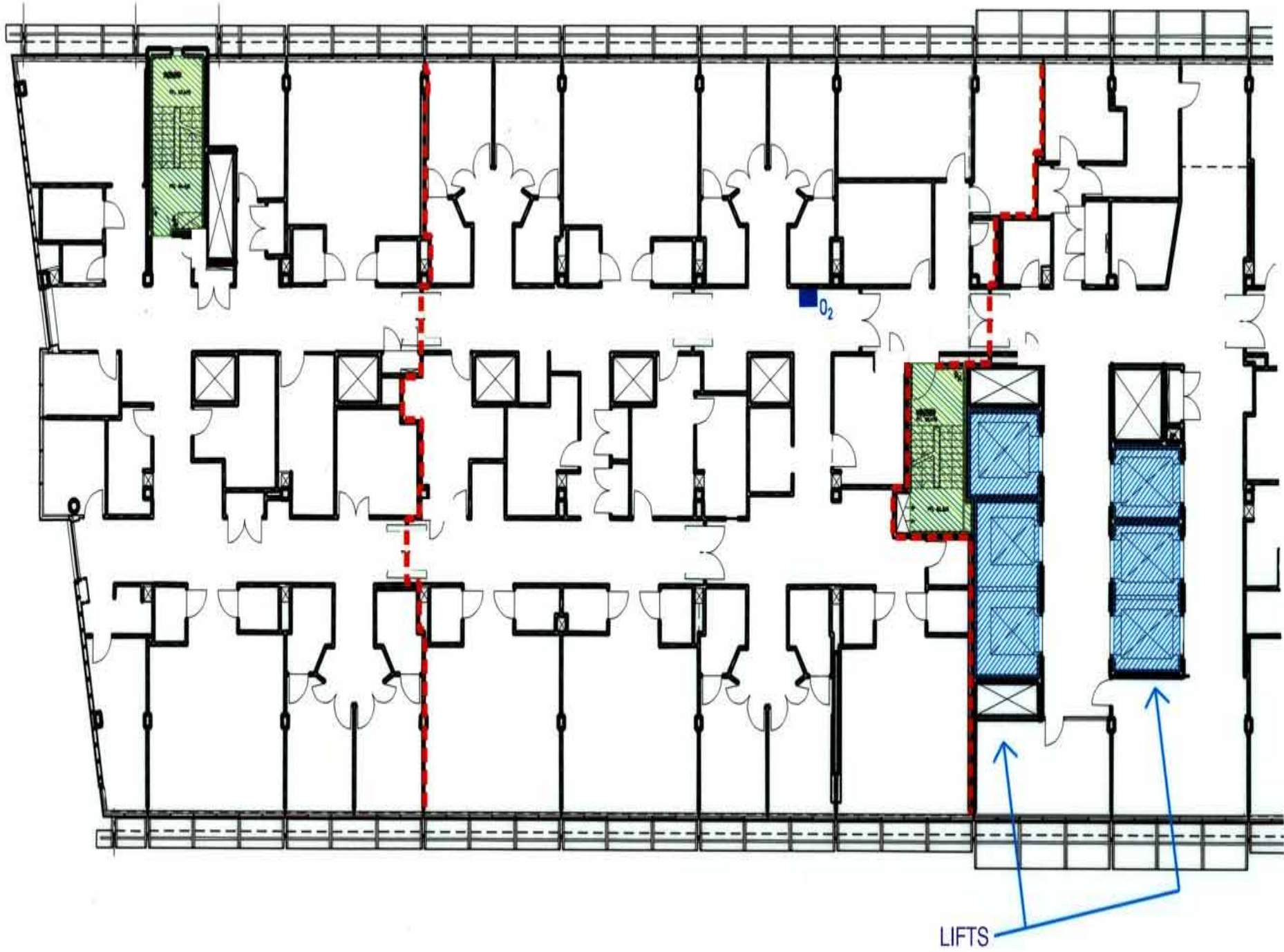
# Project Structure



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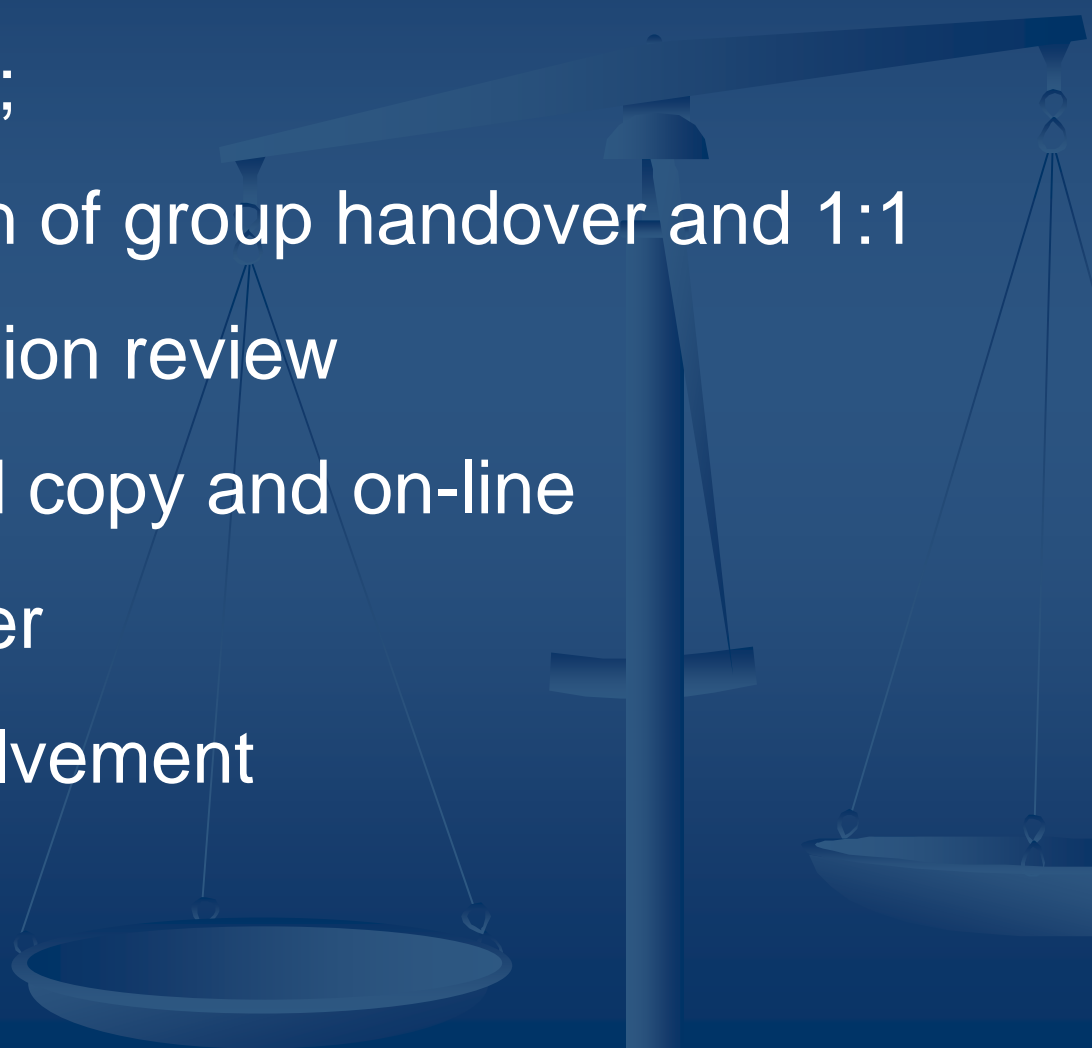
Qualitative and quantitative analysis through;

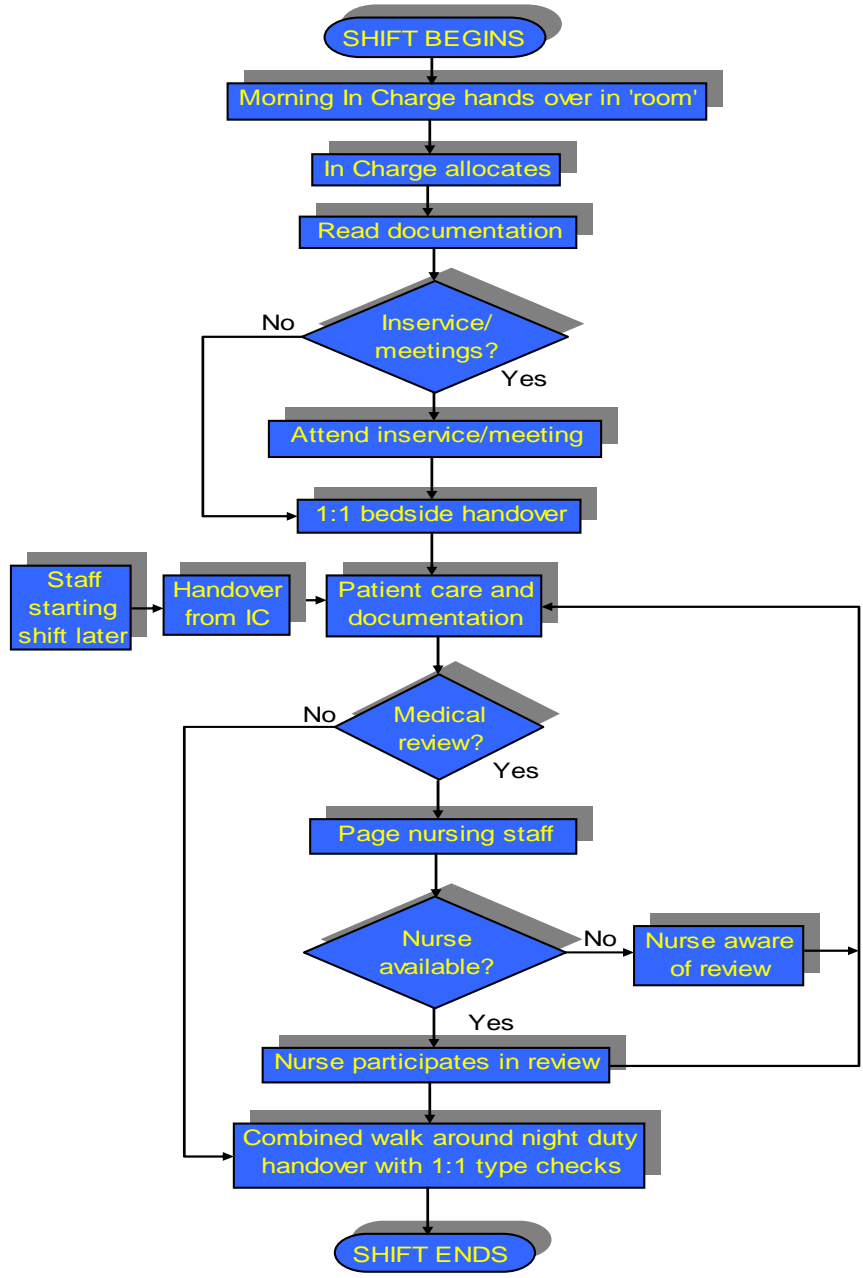
- Focus Group Interviews
  - Audio-taped Handovers
  - Non-participatory Observations
  - Patient Interviews
  - Documentation Audits
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# The Model

The key elements;

- Combination of group handover and 1:1
  - Documentation review
    - hard copy and on-line
  - Team Leader
  - Patient Involvement
- 



# Outcomes

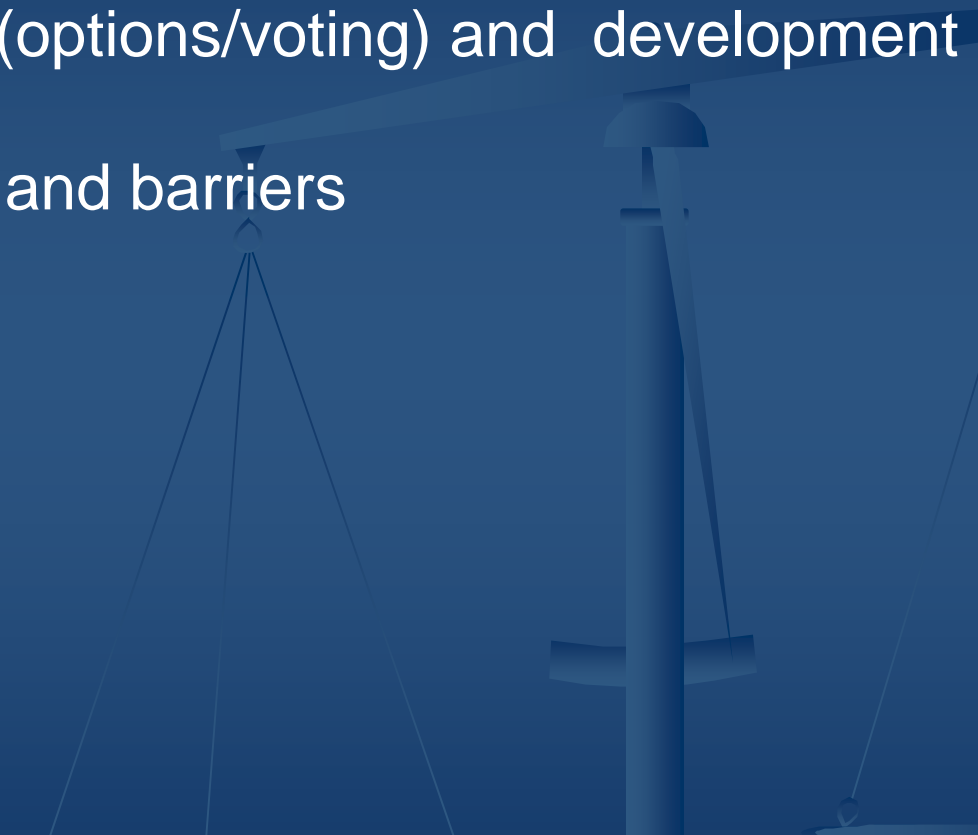
Research findings were described within defined groups namely;

- Access to information
  - online resources
- Storage of Information
  - medical record storage at clinical workstations

# Outcomes

- Sources of Information
  - combination of verbal, hard copy and online information
- Content and Type of Information
  - Clinical Pathways
  - Multidisciplinary Care Plans
  - Use of Online Ward Lookup (OWL)
- Communication Practices
  - One to One, Team, Multidisciplinary Team, Online Paging, After Hours Medical Review

# Lessons Learnt

- Clinician Involvement (options/voting) and development
  - Change management and barriers
  - Staff Development
  - Social element
  - Patient Involvement
  - Change management
- 

# Thank You

