



Clinical Handover

SAYING LESS but MEANING MORE

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— *Healthy Communities – Mauriora!* —

Medical Unit

- **2 wards of 20 beds**
- **5 Flexi beds**
- **Approximately 3,500 admissions each year**
- **Average length of stay 4.5 days**
- **Acute and elective admissions**

Model of nursing care

- Patient allocation
- 1 nurse to 5 patients
- Total patient responsibility
- Each nurse responsible for handing over their own patients
- Can end up handing over their patients to up to 4 different nurses

Current handover process

- Handovers at 7 am, 2.30pm and 10.45 pm
- 2 night shift nurses each handover 10 patients
- Each nurse individually hands over their own patients
- Time consuming
- Up to 1 hour
- Uncoordinated
- Delays leaving end of shift

Key issues

- **Model of nursing**
- **Time consuming nature**
- **Direct patient care**
- **Clinical notes**
- **Content of handover**
- **Handover sheets**
- **Financial**

Content of handover

- **Retrospective**
- **Narrative style**
- **Nurse rather than patient focused**
- **Irrelevant statements**
- **Demographic and historical data**
- **Lack of forward planning**

Process

- **General staff consensus**
- **Professional development**
- **Literature review**
- **Choice**
- **Staff education**
- **Implementation timetable**
- **Implementation/trial period**
- **Evaluation**

What happened?

Within 3 days of the start of the trial, every handover was being taped

Evaluation - positives

- **Less time spent handing over – reduced by approximately 50%**
- **Ability to consistently leave shift on time**
- **More time available for direct patient care**
- **Increase in the standard of written clinical notes**
- **Time management**
- **Increased “productivity”**
- **Flexible handover times**

Nurses views

“It’s as if we need to be**SAYING
LESS, BUT
MEANING MORE**”

“**IS IT RELEVANT ?**”

Evaluation - negatives

- Recording
- Accents
- Clarity
- Forgetting
- Non-verbal gestures
- Asking questions
- Social interaction

Best practice ?

- No best practice model
- Ward culture
- Environment
- Model of nursing care

What about the patient?

- **Increased nurse patient contact time**
- **Reduced delays in care**
- **“Relevant” information available**
- **Forward planning**
- **Systematic documentation in clinical notes**

What next?

- **Model of Nursing**
- **Team Nursing**
- **20 patients - 4 nurses divided into 2 teams of 2 nurses**
- **Geographical/acuity based teams**
- **Bedside/ward based handover**

THINKING ABOUT IT ISN'T DOING IT

