To implement a standard way of clinical handover in Shatin Cheshire Home to enhance continuity of patient care.

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- Quality of service
- Continuity of care
- Staff engagement

Introduction
Clinical handover is an important issue in all clinical health setting for the continuity of patient care. It is the transfer of professional responsibility and accountability of patient care to another professional person. Poor handover will lead to waste of resources, unnecessary delay in diagnosis, treatment and care or patient's complaints. Current handover process in Shatin Cheshire Home is incomplete and varies. Standardization of handover content and process will improve the safety of handover by ensuring consistency in critical information exchange.

Objectives
To implement a minimum practice level of handover, it is initiated by SCH nursing management team. Clinical handover covered shift handover, nursing management team handover, inter-hospital and intra-hospital handover, patient care assistant’s handover, multidiscipline handover and early detection of critically ill patient. This program helps to standardize the handover content and process of all wards’ in Shatin Cheshire Home.

Methodology
A standard format of shift handover, nursing management handover , inter-hospital and intra-hospital handover, patient care assistant and allied health handover are developed. Important daily issues are addressed in the standard forms. Nursing officers and front line staff representatives will be trained on the use of standardized clinical handover format. The handover emphasis the transfer of information is relevant, precise, accurate, timely and with documentation. Handover is performed case by case in the shift handover near patient’s bedside. The program also helps to early identification of critically ill or do not attempt cardiopulmonary resuscitation (DNACPR) patient. The time line for the program is from third quarter of 2014 to fourth
quarter of 2015. We stress engagement of all staff in the clinical handover project. Proper documentation of all handover issues in the clinical notes is also highlighted. At last, an evaluation of the improvement program will be performed by clinical audit.

**Result**

All nursing supervisors of nursing management team and frontline representatives have been trained on the proper format of clinical handover. Daily shift handover, nursing supervisors’ and intra-hospital transfer of patient has been started. Front line staffs are engaged in the planning of proper handover. Evaluation will be performed by front line staff at the end of this program. Accurate transfer of information among health care workers with good documentation is very important in the continuity of patient care. The changed of handover format, training and engagement of staff in this program. The quality of care to Shatin Cheshire Home patient will further enhanced.