



Service Priorities and Programmes
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Enhancement of Clinical Excellence & Care Transition through standardized Geriatric Handover Reminder

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Introduction

Clinical handover is a crucial tool for care information transfer. Throughout patients' journey, accurate information transfer is essential part of patient safety. However, various means of information transfer or individualized transfer methods fails to provide safe care transition. In order to promote clinical excellence and safe care transition, a CQI project was organized to formulate a standardized Geriatric Handover Reminder.

Objectives

To enhance care quality
safety

To enhance care transition

To ensure patient

Methodology

A team of five nursing staff was formed since 2016. The team reviewed current practice of clinical handover in an acute geriatric ward in terms of missing data transferred and time consumed for nurses to check patients' clinical notes. The team collaborated with geriatric nurses and advanced practice nurses working in geriatric wards to provide core information necessary in acute geriatric ward. A structured Geriatric Handover Reminder was then formulated. The Geriatric Handover Reminder consists of 9 geriatric focuses based on geriatric giants, including immobility, instability, impaired intelligence, incontinence, pain, end-of-life care as well as discharge planning. Ward nurses are required to observe corresponding focuses on the handover reminder and required to handover the content within the focuses. The handover reminder provides a common communication channel. It enhanced care quality by decreased missing data transfer in daily routine. The handover reminder was well disseminated to ward nurses to use and reviewed in a regular interval.

Result

The Geriatric Handover Reminder was distributed for ward nurses from Oct 2016. The compliance rate of usage is 100%. No missing nursing observation was reported with

the use of handover reminder. No missing data transfer was reported. All crucial information is well transferred successfully throughout the patients' journey. All nursing staff reported a positive feedback of using the Geriatric Handover Reminder.