



Service Priorities and Programmes Electronic Presentations

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Enhancing Efficiency and Patient Safety in Shift Handover Through Revamp of Ward Report Book.

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Introduction

Shift Handover by report book is usual practice in psychiatric units. It provides a 'snapshot' of the ward situation including patient's special conditions, incidents and conditions which require staff attention. However, there is an overwhelming quantity of writing in report book for the admission summary, which might distract from salient information written in the report. Writing and reading in the report book is also time-consuming. A revamped format of admission summary was introduced, which used a genogram, categorising content, prioritising information with a principle of extracting information from patient's history (must know, should know, need to intervene), to enable staff to read and write in the report book more efficiently and quickly.

Objectives

1. To enhance staff efficiency in report reading and writing.
2. To enhance staff focus on salient information and prevent distraction due to excessive information.
3. To enhance staff handover by using a clear and unified layout.
4. To reinforce staff digest and organise patient's information more precisely and concisely.

Methodology

1. Design the revamped admission summary format.
2. Briefing the new format including revision of constructing a genogram for all nursing staff.
3. Invited the shift in-charge measure time spent in writing report.
4. Run a trial in 5CD ward/SH from May to August 2017.
5. Invited ten nursing students to read the reports using both versions and answer a set of questions related to the information read.
6. Conduct staff and nursing students survey.

Result

Times used for writing and reading, word count, accuracy of information recalled and staff feedback were used to compare the effectiveness of the revamped version. Results showed average 25% fewer words used, 6.9% faster writing and 7% faster reading the revamped version. It also showed 8.5% faster and 8.61% improvement in accuracy to find information from the summary. Subjective feedback was promising and reflected that ward staff and nursing students preferred to read the revamped version. They especially found using a genogram to illustrate patients with complex family background clearer. The results support the hypothesis that revamped format enhances efficiency and patient safety during shift handover. Although some difficulties are still being addressed, the new version will continue to be used on the pilot ward and may be introduced to other psychiatric wards in Shatin Hospital.