



**Service Priorities and Programmes**  
**Electronic Presentations**

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**“Standardized Clinical Handover, Enhanced Patient Safety and Service Quality”  
- A CQI Project of Standardization of Clinical Handover in Physiotherapy**

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**Introduction**

Clinical handover is crucial for patient safety and continuity of care. All clinical staff should be engaged to uphold the standards. It was observed that the clinical handover practice among staff in our department differed, leading to related near-misses and incidents. Besides, it tends to have more patient transfers between wards that the need of handover is foreseen to increase. In view of these, standardization of clinical handover is essential for improving the safety and quality of physiotherapy service.

**Objectives**

1. To standardize clinical handover with a structured framework
2. To improve the effectiveness of clinical handover

**Methodology**

The program was implemented in 3 phases. Preparation phase was to analyze the near-misses and incidents of clinical handover and review the past clinical handover records. The standardized ISBAR (Identification, Situation, Background, Assessment and Recommendation) approach was adopted that 2 workflows and a clinical handover guideline were reformed and two clinical handover templates were designed. Implementation phase was to provide training and engagement to all clinical staff. Evaluation phase was to audit the compliance of clinical handover standards of long leave, short leave of staff and patient transfer for all physiotherapists in a 3-month period. Staff feedback was also collected by questionnaire after the audit.

**Result**

There were no near-misses or incidents of clinical handover in the audit period. The overall compliance rate of clinical handover standards of long leave, short leave of staff and patient transfer were 95.7%, 100% and 64.6% respectively. Besides, the results of questionnaire showed that most of the staff (89.5%) were satisfied with the standardization. They agreed there is a need to uphold the standard of clinical

handover and the clinical handover guideline helps. Overall the objectives were met to improve the effectiveness of clinical handover but the standards of patient transfer were brand-new and unfamiliar to our staff that further enhancement is needed on the compliance. The program was reviewed in the 4th quarter of 2017 and it was planned to increase the coverage in 2018. The scope of evaluation would be extended to involve supporting staff in addition to physiotherapists. Also, awareness and compliance of new staff and seconded staff would be emphasized.