



Service Priorities and Programmes
Electronic Presentations

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Wiser project on re-engineering of clinical handover duty in neurosurgical ward

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Introduction

With the increasing demand in patient service, high occupancy rate combined with high dependency of patient care and large portion of inexperienced nurses in ward, that worsen the already overloaded situation. It might result in jeopardising the harmonic working environment as well as quality of patient care and increase nurses turnover rate.

Objectives

The objective of the project is to smooth the nursing workflow and decrease time consuming in duty handover by good use of nursing talent to promote patient safety.

Methodology

1. Set up a Work Improvement Team (WIT) including WM / APN / RNs by Nov/11 2. WIT re-design workflow and duty pattern to facilitate the implementation by 1 Dec11. 3. WIT Introduce the new duty pattern (08.00-16.48) to nurses and the new workflow of clinical handover to ward nurses for enhancing understanding and to gain buy-in by 20 Dec11. 4. Equip nurses to participate the new trial run duty pattern in one of the nursing team for 4 weeks to assess the strength and weakness in clinical handover processes by 2 Jan 12. 5. Obtain feedback from nurses to refine the workflow continuously. 6. Extend the trial run duty pattern to other nursing team with the improved workflow by 30 April 12.

Result

Since all nurses has participated in the new duty pattern and implemented the new clinical handover duty model. In view of the smoothly workflow resulted in increasing nursing time to relieve the workload when comparing with the previous practice. There is a saving >2 man hours every day on duty handover, we use the saving time to enhance patient care and facilitate staff to attend job related course in PM.