



## Service Priorities and Programmes Electronic Presentations

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### **Implementing Bedside Nursing Handover in M&G Department and LKB**

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#### **Introduction**

The traditional nursing shift handover was conducted outside patient cubicle to keep a distant from patients. Case nurse gave the relevant information and instructions to the next shift nurse according to the written information in the patient's file or nursing handover notes. However, it had been shown that there were numbers of incident were led by wrongly reporting clinical data or patient's progress from patient notes in the handover process. In addition, excluding patient's participation in the handover process had aroused a level of dissatisfaction for not being involved in the care.

#### **Objectives**

1) to enhance the accuracy of information handover 2) to promote patient centered care with involving patient in decision making 3) to enhance trust and communication between nurse and patient.

#### **Methodology**

The program was implemented in 5 wards of M&G department. Patient was engaged in the handover process by moving the handover process from outside cubicle to patient bedside. The handover process was reconstructed with 4 structural elements. 1. Patient's progress was reported with SBAR format. 2. A "safety scan" was performed for checking IV access, oxygen therapy and alert signage etc...by nurse with patient to ensure information accuracy and patient safety. 3. Medication was reviewed and explained to patient as required. 4. Patient education was empowered to increase their awareness on disease management, prevention of fall and infection control. In addition, a sample script and a guidance notes were developed to provide handover format, case selection and cautions for nurse reference.

#### **Result**

53 patient experience and satisfaction survey and 58 nurse satisfaction survey were received during the period from 1 November 2015 to 17 January 2016. The overall result of patient experience and satisfaction survey and nurse satisfaction survey showed 94% and 80% positive feedback respectively. There was a great improvement for 100% patients agreed for being explained on related care plan and disease education as compared with the patient experience and satisfaction survey of PMH 2014 which showed M&G:80.21% and LKB:68.72%. The program achieved a

remarkable outcome and demonstrated a successful change in nursing handover. The next phase of the program will include relative and carer in the process to enhance pre-discharge education.