



Service Priorities and Programmes Electronic Presentations

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Submitting author: Ms Y C FONG

Post title: Advanced Practice Nurse, Yan Chai Hospital, KWC

CQI programme – Implementation of Bedside Nursing Handover in Department of Surgery

Kong MW(1), Lai YF(2), Fong YC(1)

Department of Surgery, Yan Chai Hospital, (2) Department of Paediatric, Yan Chai Hospital

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Introduction

Nursing handover is an essential way to pass information to nurses on the upcoming shift including transfer of responsibility and accountability for patient care. Nursing handover traditionally engaged by nurses did not involve patients and the process is usually lengthy with some irrelevant information and occasional interruption.

Objectives

1.To improve patient safety 2.To improve the accuracy of communication 3.To promote patient centered approach 4.To increase both patient and nurse satisfaction

Methodology

A continuous quality improvement program has been implemented with members including DOM, WMs, APNs, RNs and ENs in Department of Surgery since November, 2015. Consolidated nursing interventions have been taken as follows. 1. Improve nursing care through effective communication between nurse and patient 2. Set up nursing guidelines to follow 3. Conduct briefing to nursing staff for improvement of communication skills during handover cases at bedside 4. Reinforce clinical knowledge and skill to junior nurses 5. Conduct pilot of satisfaction surveys for both nurses and patients for evaluation and further improvement

Result

1.Improve accuracy of communication and understanding of patients' perspectives
2. Ensure patient safety through safety scan at bedside 3. Ensure nursing handover is conducted in a comprehensive, effective and time saving manner by attending and involving patient for identification of care priorities 4. Promote continuity of nursing care and work in partnerships with patients