



Service Priorities and Programmes Electronic Presentations

Convention ID: 445

Submitting author: Miss C T LAI

Post title: Registered Nurse, United Christian Hospital, KEC

SBAR Approach: Quality Improvement in Nursing Shift Handover

CT Lai(1), TY Wong(2), MK Wong(1)

(1)Medicine & Geriatrics, United Christian Hospital (2)Nursing Services Division, United Christian Hospital

Keywords:

handover

inter-shift handover

handover template

handover framework

SBAR

quality improvement

Introduction

Nursing verbal inter-shift report is a traditional practice¹. With the increased ward occupancy, higher patient to nurse ratio, change of staff; the problem of effective inter-shift handover process is of growing concern. Ineffective handover may lead to loss of important information and hence discontinuity of patient care, delay treatment, increase healthcare expenditure and increase lengths of stays ^{1,2}. Effective handover ensures continuity and improves quality of care ¹. An evidenced-based inter-shift handover tool is designed based on the Situation-Background-Assessment-Recommendation (SBAR) framework and the effectiveness is evaluated.

Objectives

1.To examine the current handover practice and to develop an evidenced-based SBAR handover tool for inter-shift handover process 2.To implement the SBAR inter-shift handover tool and evaluate the effectiveness

Methodology

This project was conducted in two phases. It was implemented over a period of 6 months from June 2015 to Dec 2015. Root-cause analysis was used as a strategy to rule out the strength & weakness in the current practice. An evidenced-based handover tool was developed with reference of SBAR framework. The tool was pilot (May to June 2015) and feedbacks were collected from staffs. The tool was modified according to the comments. Pre- and post-implementation data were observed and recorded during handover session in an acute medical ward. Staff satisfaction was measured by a survey.

Result

Results The effectiveness of the SBAR tool was measured by the handoff duration and compliance. Post-implementation observational audit findings show that the P to

N handoff duration had shortened 5 minutes. Compliance rate is greater than 90%. Most staffs comment satisfactory in the learnability and usability of the SBAR tool. The user satisfaction & perceived efficiency is great. Conclusion This project had shown that handover sessions can be made effective by translating evidence into practice through ongoing audit and service innovation. Continuous evidence-based evaluation and implementation of nursing inter-shift handover process are imperative to enhance patient safety and service delivery. Reference 1.Poh, C. L., Parasuram, R., & Kannusamy, P. (2013). Nursing inter-shift handover process in mental health settings: A best practice implementation project. *International Journal of Evidence-Based Healthcare*, 11(1), 26-32. 2.Riesenberg, L. A., Leitzsch, J., & Cunningham, J. M. (2010). Nursing handoffs: A systematic review of the literature. *American Journal of Nursing*, 110, 24-34.