



Service Priorities and Programmes Electronic Presentations

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Hand-In-Hand Program: By Enhancing the Proficiency of Freshly Graduated Nurse on Shift Handover Process to Avoid Patient Risks.

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Introduction

Hospital Authority (HA) has done numerous work to raise clinical staff's competence in clinical handover. However, good and effective clinical handover is often easier to say than to do. In HA annual report (2013/2014) on Sentinel Event (SE), communication breakdown was reported as one common contributing factor of SE. Yet, SBAR scenarios learned in nursing school or in workshop were not sufficient for freshly graduated nurses to apply SBAR proficiently in complex clinical practice.

Objectives

(1) To enhance the competency of freshly graduated nurses on shift handover process (2) To safeguard patient safety

Methodology

Hand-in hand" program, which aimed at enhancing the proficiency of freshly graduated nurse in clinical handover process, commenced in August 2014. Structured SBAR handover form, developed by Hong Kong Buddhist Hospital Nursing Department, was used to facilitate shift clinical handover. Ward manager and advanced practice nurses joined in the afternoon bedside handover process. The supervisor monitored the handover information delivered by nurses. No interruption was made while the clinical handover was in progress. Advice on missing information and positive feedback from supervisors would be given to them at the end of the handover process. Then, type and frequency of advice were recorded to mark trend of their level of proficiency in applying SBAR.

Result

From August 2014 to August 2016, 16 newly graduated nurses were coached. 217 pieces of advice on missing information were given including pressure ulcer management (14%), infection control measures (14%), discharge planning (13%), referral (12%), medication (9%), blood transfusion (9%), nursing procedure (8%), documentation (6%), administration work (5%), fall management and physical

restraint (5%) and others (5%). 12 medication and 12 blood transfusion incidents were avoided. In staff prevalence survey, nurses rated the hand in hand program with overall score 4.12 over 5.