

19th Global Nursing Education Conference

April 27-28, 2017 Las Vegas, USA

Implement bedside nurses' handover to improve patient safety, satisfaction and decrease incident reports

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Aim: To implement bedside nurses' handover in a tertiary care hospital to improve patient satisfaction and decrease incident reports.

Background: Nurse-to-nurse bedside handover is very useful to maintain the communicate chain between incoming and outgoing nurses. It allows both shift nurses to visualize the patient and ask questions if needed. It encourages patient to involve in their daily care plans and actively participate in hospital protocols about patient safety and rehabilitation. The implementation of bedside nursing handover can promote a culture of patient-centered care approach and improve patient satisfaction and decrease incident reports. Patterson & Wears (2010) emphasize that for hospitalized patients, shift handoffs between the off going and oncoming nurses must include all critical information about a patient's plan of care for the next few hours. This information must be well communicated, not only to nurses and physicians, but also to the patient. In my organization, we are using verbal and written handover reporting techniques given in staff room.

Participants: The participants of the study are: Hospital management teams, champions from each department, register nurses, practical nurses, physicians and hospital quality.

Methods: Preliminary work for implementing the bedside handover process, which began in October 2016, included evaluating hospital baseline patient satisfaction scores and incident reports of three months prior and after implementation. To identify the strengths and weaknesses for improving a SWOT analysis was completed. The pilot study was started in medical unit to identify potential barriers and driving forces to facilitate the implementation process. In redesigned process, incoming and outgoing nurses were required to go to patients' room for handover using SBAR communication tool and ask patient for any question or query.

Conclusions: Though the implementation of bedside handover met some resistance, the process was made smoother by proper planning, staff education and gradual implementation. On the base of pilot study, the bedside handover was adopted in all the inpatient units.

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