

Redesign Bedside Handover to Enhance Patient-centred and Safe Care

Division of Nursing, Quality Safety & Risk Management, Marketing Communications

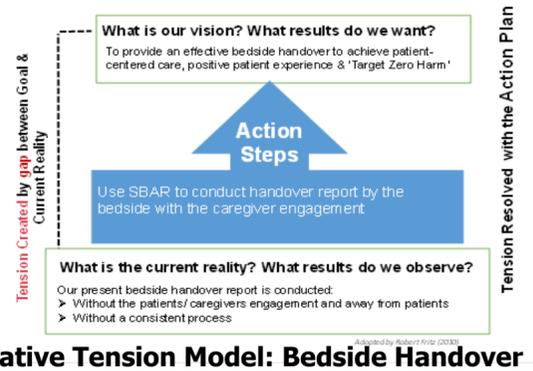
Background

KK Women's and Children's Hospital (KKH) is the main hospital that provides healthcare services to women and children in Singapore. The tagline "Patients At the heart of all we do." shows our commitment in providing quality care. We value our patients with emphasis on compassion. We also strive to deliver the highest standard of care. This project aims to achieve patient-centred care and positive patient experience through bedside handover in paediatric wards.

Methodology

- ✓ Applied the Creative Tension Model to identify the existing gaps between the organisation's vision & current reality.
- ✓ Flow mapping on the current processes as well as time and motion study were conducted
- ✓ Situation Background Assessment Recommendation was used as the structure for the bedside handover.
- ✓ In-service trainings were conducted and reference guide was developed.
- ✓ An instructional video was developed to set standard and posted on the intraweb.
- ✓ The remarkable step in this project is to get our paediatric nurses handover with the engagement of the caregivers. It was piloted in 1 paediatric ward in Feb 2017 and rolled out to the entire paediatric wards in March 2017
- ✓ Focus group meetings were held for open discussion.
- ✓ Ward Champions and leaders acted as role models, resource persons and conducted audits.
- ✓ Stakeholder's feedbacks were monitored through nurses' perception survey and patients' feedback.

Using Creative Tension Model to Examine the Current Handover Report



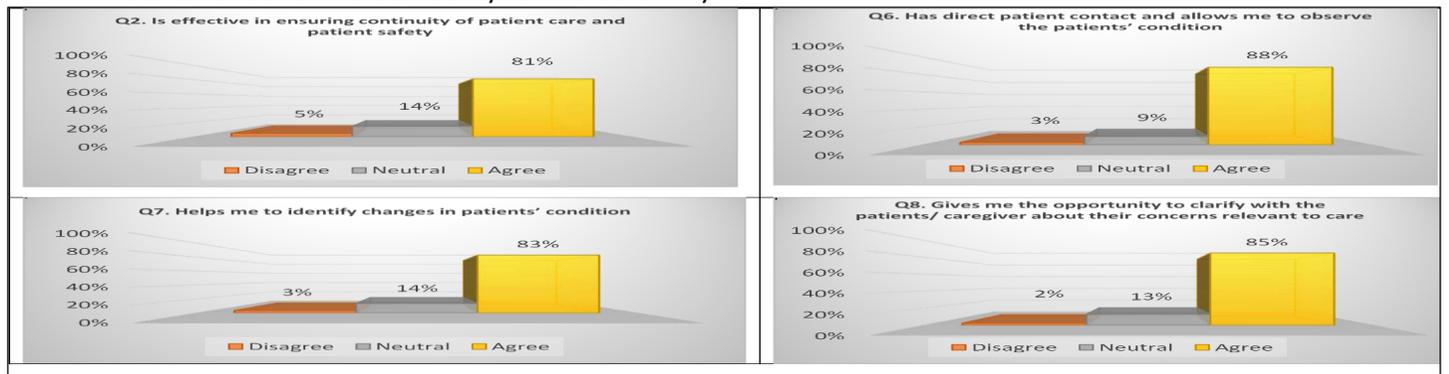
Results

Impact on Patient Experience & Patient Safety

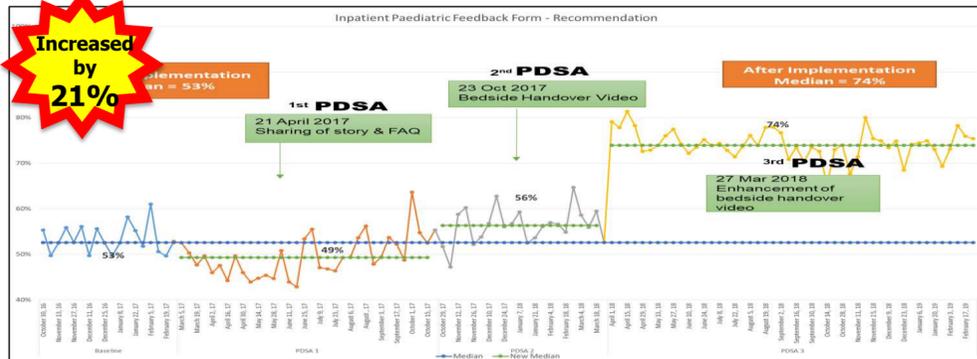
The objective of this project has been met and the results have shown sustainability for more than 1 year.

Nurses' perspective

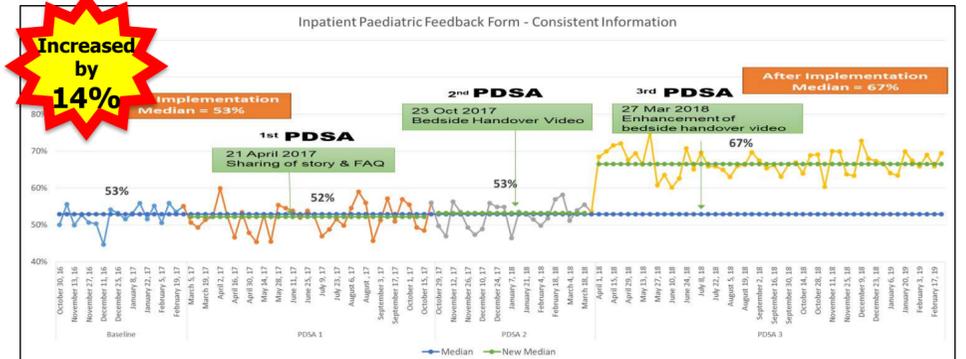
A survey study was conducted in May 2018 to identify the perception of Paediatric Registered Nurses (RN) on bedside handover. A total number of 352 RNs (77%) responded to the survey. More than 80% favoured bedside handover as effective in ensuring continuity of care, patient safety & promoted patient engagement.



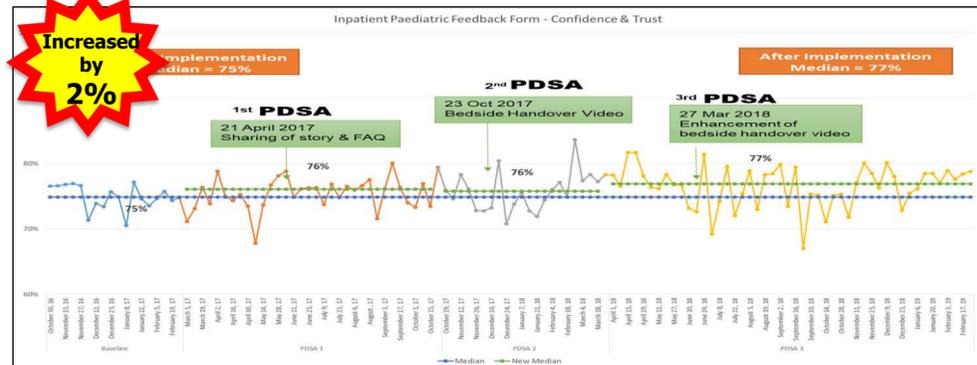
Patients/ caregivers' perspective



Recommendation rate: increased by **21%** from 53% to 74%

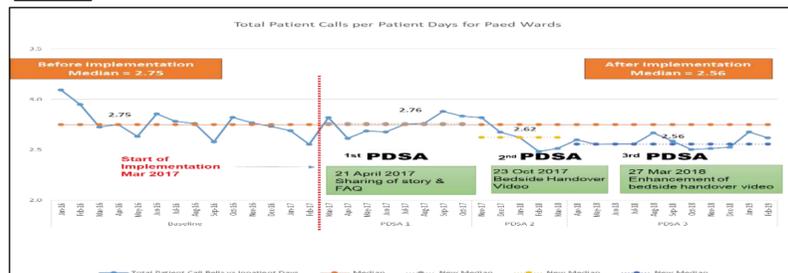


Consistent information given to the caregiver: Increased by **14%** from 53% to 67%

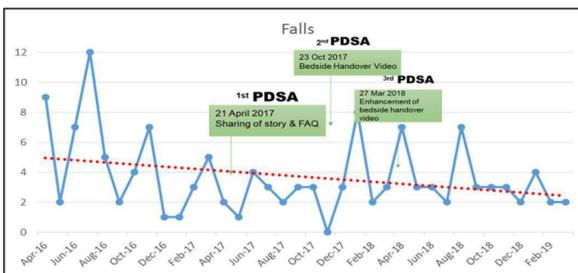


Confidence & trust of nurses: increased by **2%** from 75% to 77%

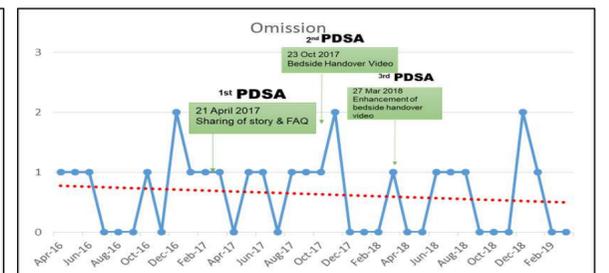
Others



Call bell activation: **decreased from 2.75 to 2.56** (per in-patient day)



Gradual reduction on falls and omission of medication rate since the 1stPDSA



Conclusion

The redesign of bedside handover has reaped significant benefits to patient care and it has certainly supported our hospital envisions 'Positive Patient Experience' and 'Target Zero Harm'.

I agree with the fact that parents are allowed to hear the passing report from the AM staff to the PM staff. This assures parents that all information are true & to be cared for ... Overall I will always put my trust in KKH.

~ Caregiver's feedback ~

Patient verbatim feedback: has clearly demonstrated that bedside handover can help instil confidence and trust of caregivers towards nurses.