

Project Title

Enhance Effective Patient Handover Through a Standardised Guide for Undergraduate Nursing Students

Project Lead and Members

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Organisation(s) Involved

Ng Teng Fong General Hospital

Healthcare Family Group Involved in this Project

Nursing

Applicable Specialty or Discipline

Nursing

Aims

Help nursing students on clinical rotations on the units to comprehend the handover patient information and be involved with patient care and treatment.

Background

See poster appended/ below

Methods

See poster appended/ below

Results

See poster appended/ below

Lessons Learnt

Approaches at different levels are necessary to promote effective handover among undergraduate nursing students.

Conclusion

See poster appended/ below

Project Category

Care & Process Redesign

Job Effectiveness

Keywords

Standardised Guide, Patient Handover, Undergraduate Nursing Students

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ENHANCING EFFECTIVE PATIENT HANDOVER THROUGH A STANDARDISED GUIDE FOR UNDERGRADUATE NURSING STUDENTS

AMBROSE TAN, QUAN YAN, ROSHNI, CHEN JING, GLENDA TAN, FAN SHUNA

- ✓ SAFETY
- ✓ PRODUCTIVITY
- ☐ QUALITY
- ☐ COST
- ✓ PATIENT EXPERIENCE

Define Problem

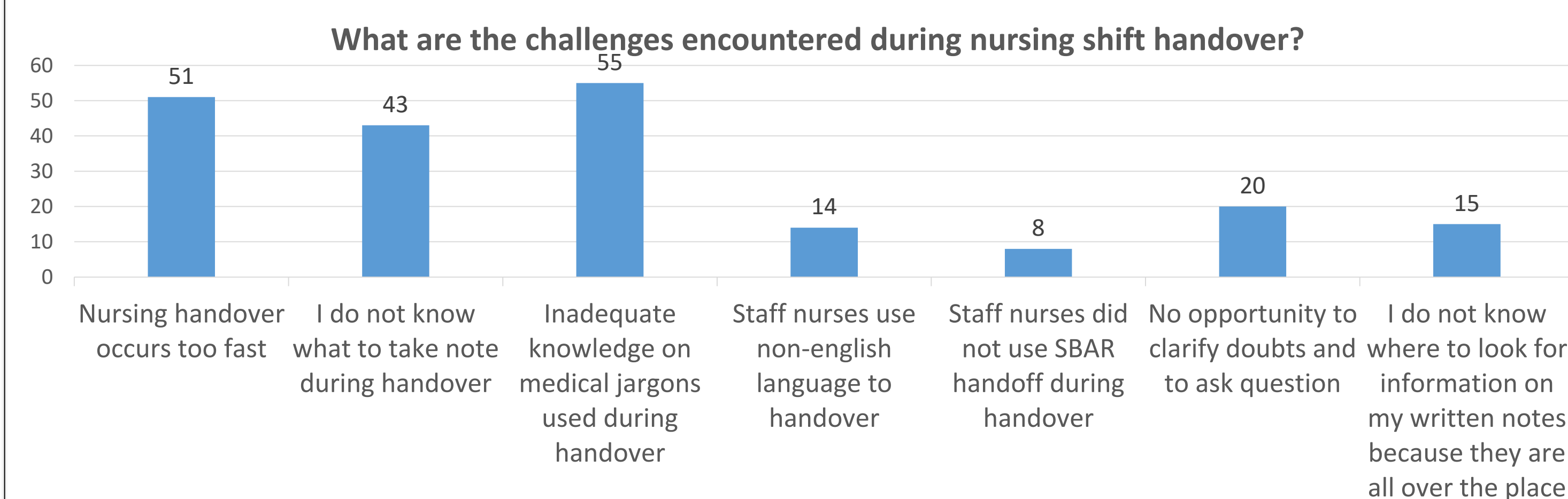
Background

The importance of handing over care of patient to ensure continuity and safety of care is well-acknowledged. During the shift to shift handover, inpatient nurses use electronic medical records to share relevant clinical information about each patient's health status, care delivery, treatment, medications, and other actions that need to be followed up.

Since staff nurses are familiar with most patients, they fleet through the handover. This makes it difficult for nursing students on clinical rotations on the units to comprehend the handed over patient information to be involved in patient care and treatment.

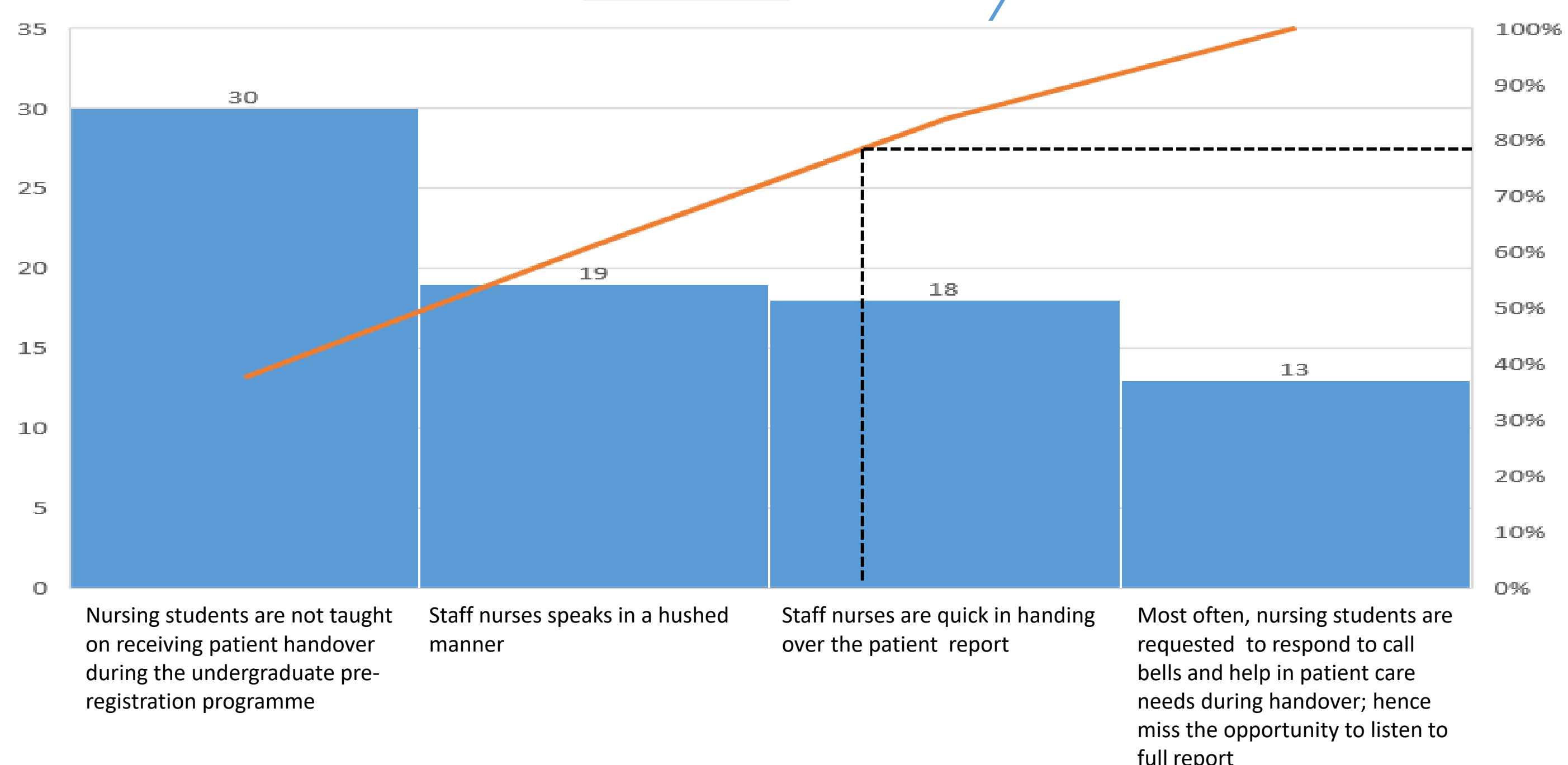
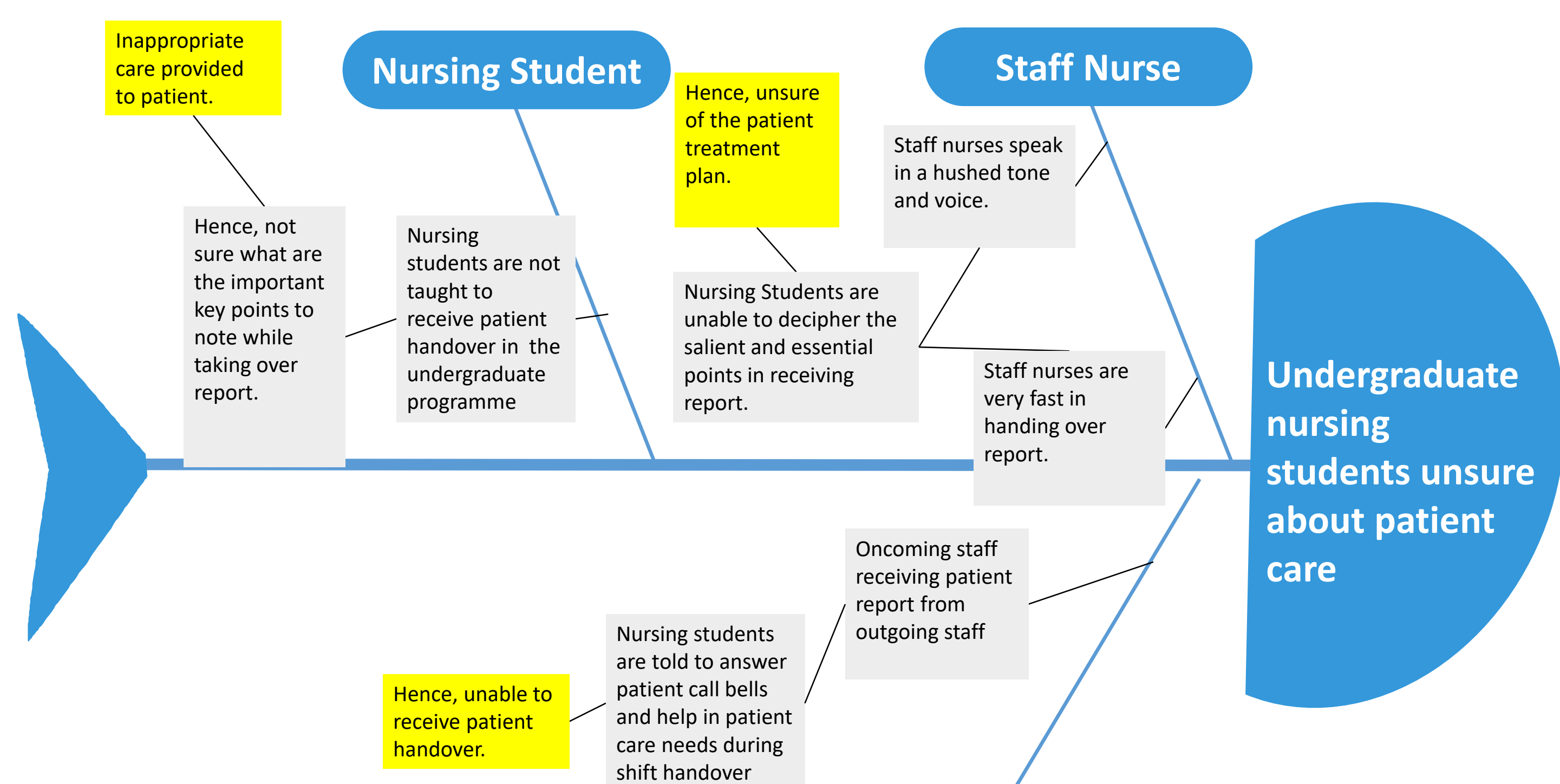
Establish Measures

A survey was conducted to identify some common reasons nursing students were unable to provide relevant information of patients.



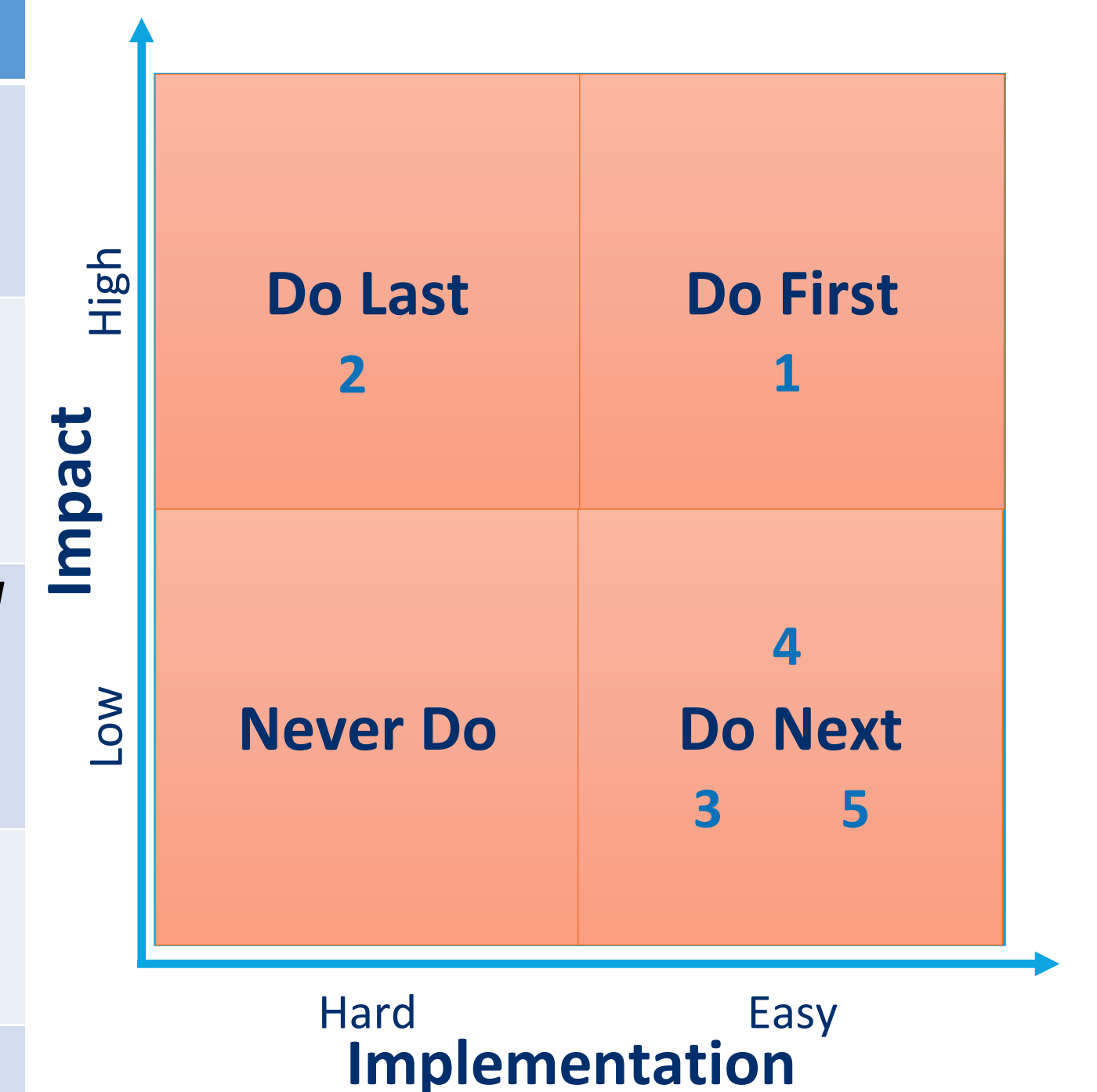
Analyse Problem

Limiting students' opportunity to be involved in handover can prevent the development of communication skills, professional collaboration and patient care.



Select Changes

Root Cause	Potential Solutions
Nursing Students are not taught to listen and receive patient handover during the undergraduate pre-registration programme	1. Create a standard to guide for nursing students to take notes while nurses are conducting patient handover 2. Provide feedback to nursing pre-registration institutes on the importance of including patient handover as a key topic in their course of nursing study
Staff nurses speak in a hushed tone and voice	3. Create awareness to in-patient ward nurses to speak audibly during handover for all members including students to listen to patient information
Staff nurses are quick with the patient handover	4. Emphasize handover using the Nursing SBAR handoff to in-patient ward nurses 5. Conduct random, regular audits on the in-patient wards during handover

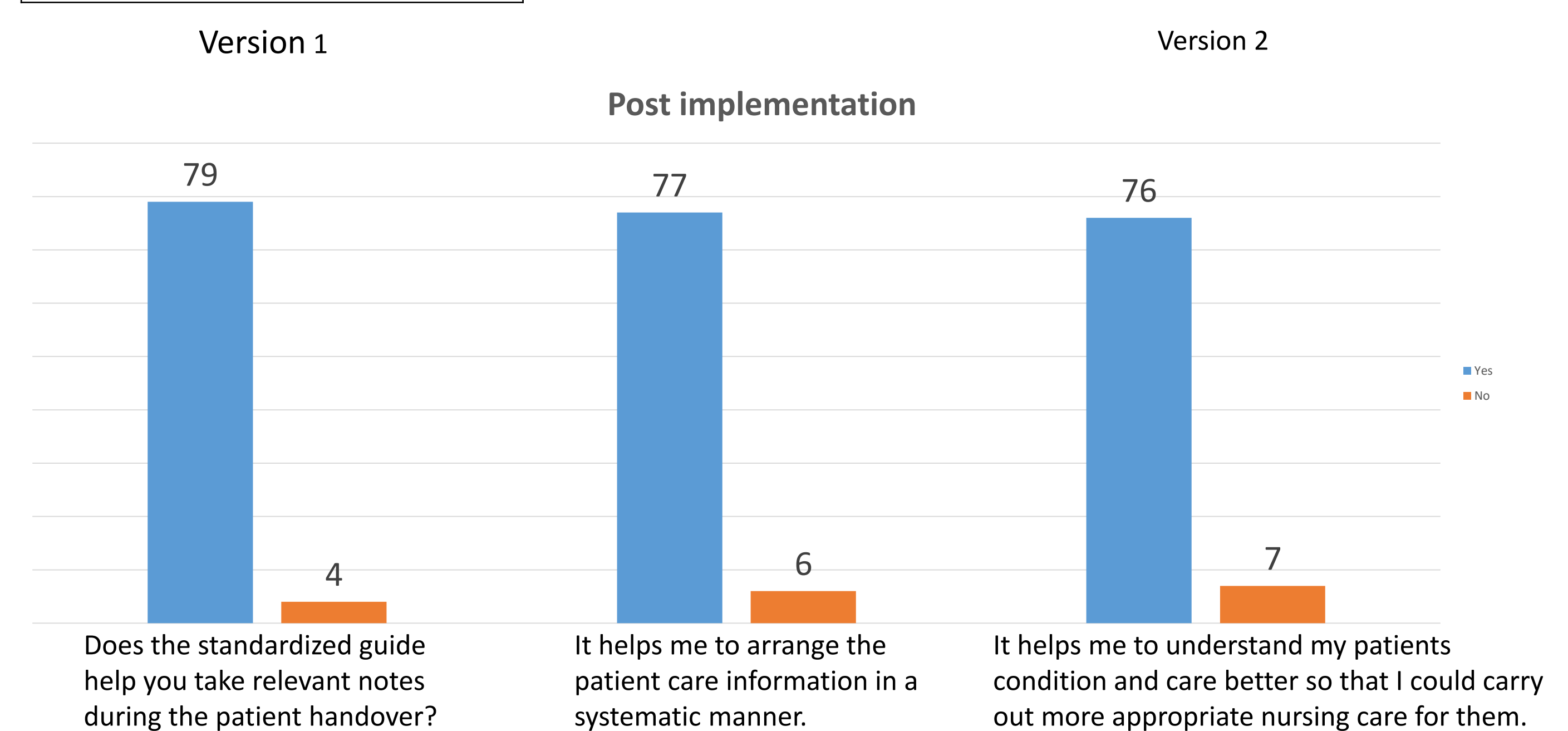


Test & Implement Changes

CYCLE	PLAN	DO	STUDY	ACT
1st	First cycle - this process seeks to enhance patient handover through a standardized guide for nursing students. Plan - We plan to test the process of receiving patient handover using a standardized guide. Steps - We will disseminate the standardized guide to all students who are currently undergoing their clinical rotations in NTFGH.	The nursing students found the standardized guide helpful; especially the first year students who did not have any experience in listening and receiving patient handover. A common feedback given by students was to add more options to the standardized guide to better care for patients.	To further assist the nursing students, our team has added 'level of assistance such as commode or walking aids' and 'patients on diapers' in the standardize guide.	79 out of 83 students voted favorably that the guide helps them to take relevant notes during the shift handover.

Patient Name: _____
 Bed: _____
 Precaution:
 • Infection control status:
 • Allergy status:
 • Arm:
 • Fall Risk:
 Diagnosis:
 Treatment plan:
 • Meal status:
 • Vitals:
 • BGM:
 • Procedure for the shift:
 Discharge Plan:
 Required skills:

Patient Name & Bed no.: _____
 Diagnosis: _____
 Infection control status: _____
 Allergy status: _____
 Arm Precaution: _____
 Procedures for the shift: _____
 BGM frequency: _____
 Fall Risk: _____
 Type of meal: _____
 Vitals frequency: _____
 Level of Assistance: _____
 Diapers/commode/walking aids etc. _____
 Discharge plan: _____
 Required skills for log book: _____



Spread Changes

Approaches at different levels are necessary to promote effective handover among undergraduate nursing students. The standardized guide will be disseminated to train all nursing students during their clinical rotations at NTFGH. Physical clinical rounds were conducted to ensure students consistently use the standardized guide during shift handover.