

## **Project Title**

Redesign Bedside Handover to Enhance Patient-centred and Safe Care

## **Project Lead and Members**

Project lead: Wong Kin Ling

Project members: Ng Gaik Nai, Lee Siew Kum, Nadeson Vannaja, Lau Gek Muay, Lim Sok Lian, Cher Loh Hoon, Kam Wee Fang, Tarvender Kaur, Kong Yoke Kuan, Farhana Begum, Cheryl Seet, Canlas Rhea Donna Gonzales, Pang Nguk Lan, Koh Chang Hoe Sam, Mohammad Nazri Abdullah

## **Organisation(s) Involved**

KK Women's and Children's Hospital

## **Project Period**

Start date: March 2017

Completed date: March 2018

## **Aims**

KK Women's and Children's Hospital (KKH) is the main hospital that provides healthcare services to women and children. The re-design of bedside handover was piloted in one paediatric ward in Feb 2017. During the pilot phase, some process gaps were identified and addressed.

Paediatric patients are vulnerable due to their inability to communicate well and their limited capability in decision making. Our former handover process involves 3 steps in paediatric services.

- Outgoing nurse hands over to incoming nurses in the absence of caregivers
- Followed by going through electronic records
- Both outgoing and incoming nurses proceed to patient's bedside for self-introduction and check on patient

This processes resulted in missed opportunities to engage and update caregivers. When communication is lacking, it can lead to patients feeling increased anxiety, vulnerability and powerlessness. Our team redesigned the bedside handover with caregiver engagement in the paediatric wards. The remarkable step in this project is to get our paediatric nurses to do the handover by the bedside engaging the caregivers. We aim to achieve patient-centred care, positive patient experience and 'Target Zero Harm' through bedside handover.

## **Background**

See attachment

## **Methods**

See attachment

## **Results**

See attachment

## **Lessons Learnt**

The redesign of bedside handover has reaped significant benefits to patient care. Through this project, we have learnt that stakeholders' involvement is essential to the success in the re-design of the work processes to promote patient safety and quality care. Implementing solutions and maintain targeted performance standards at a divisional-wide level proved challenging. The main initial hurdle was overcoming resistance to change from our staff. NMs & NCs were identified as change catalysts. Hence, a meeting was initiated to discuss about this new measure and share the ultimate goals. Several rounds of briefings and focus group meetings were conducted. During the implementation phase, feedback was consistently obtained along with support given to address the needs and concerns of our nurses through purposeful rounds. This approach empowered staff to take ownership and be motivated in the change process. It has resulted in acceptance, increase in staff morale and better teamwork.

Our previous approach was based on the patient feedback forms and the workgroup member's personal experience as a caregiver in KKH. If given the opportunity again, we will engage more caregivers in our initial discussion. Currently, KKH has established a patient

engagement network so that we can incorporate the voices of patients and caregivers into our quality improvement project.

### **Conclusion**

See attachment

### **Project Category**

Care Redesign

### **Keywords**

KK Women's and Children's Hospital, Care Redesign, Paediatrics, Plan-Do-Study-Act, Creative Tension Model, Situation, Background, Assessment & Recommendation, Hospital Consumer Assessment of Healthcare Providers and System, Ministry of Health Patient Experience Survey, Customer Satisfaction Index of Singapore, International Council of Nurses Congress

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# Redesign Bedside Handover to Enhance Patient-centred and Safe Care

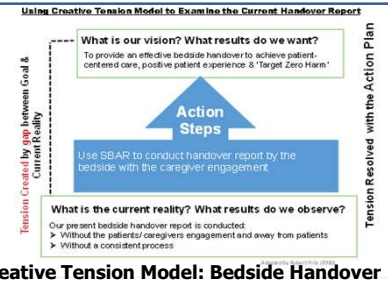
Division of Nursing, Quality Safety & Risk Management, Marketing Communications

## 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.



## Results

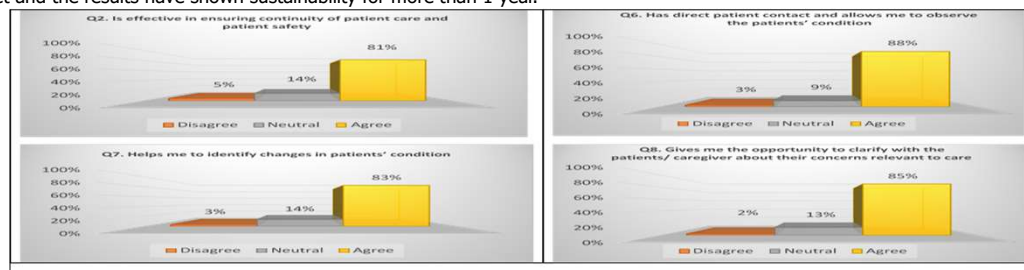
The objective of this project has been met and the results have shown sustainability for more than 1 year.

**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.

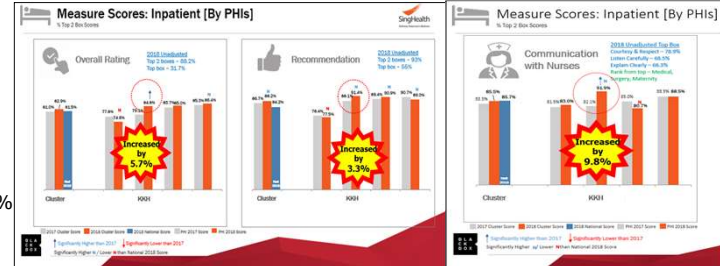
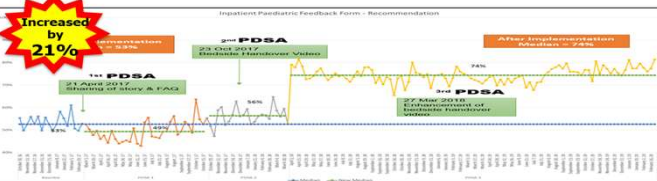
**Patients'/ caregivers' perspective**

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

### Impact on Patient Experience & Patient Safety



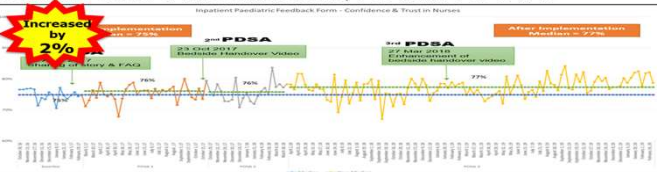
### MOH Patient Experience Survey (FY 2018)



Consistent information given to the caregiver: Increased by **15%** from 53% to 68%

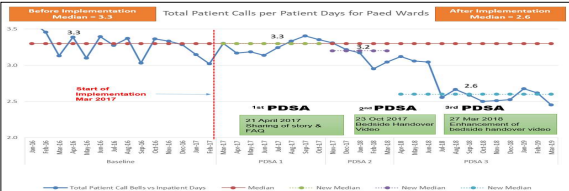


Confidence & trust of nurses: increased by **2%** from 75% to 77%



### Others

Call bell activation: **decreased from 3.3 to 2.6** (per in-patient day)



- Overall Rating: up by **5.7%** from 79.1 to 84.8
- Recommendation: up by **3.3%** from 88.1 to 91.4
- Communication with Nurses: up by **9.8%** from 82.1 to 91.9

### Customer Satisfaction Index of Singapore (CSISG) (Year 2019)



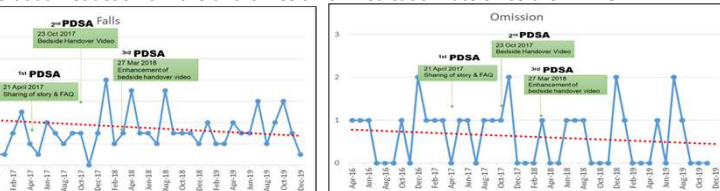
KKH scored 73.1 points in 2019, highest level in a decade, up 1.3 points and ranked number 1 among the Restructured Hospitals

*"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 demonstrated that bedside handover can help instil confidence and trust of caregivers towards nurses.

Gradual reduction on falls and omission of medication rate since the 1<sup>st</sup> PDSA



## 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'.