

Improving clinical handover in a paediatric ward: implications for nursing management

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Improving clinical handover in a paediatric ward: implications for nursing management

Aim To describe how nursing staff in a paediatric ward improved the conduct of clinical handover, using a practise development approach.

Background ISBAR (Identify, Situation, Background, Assessment and Recommendation) is a mnemonic tool to aid the safe transfer of patient information in clinical handover. The nurses identified the need to improve the use of ISBAR, and other issues related to handover that could compromise patient safety and constrain family-centred care.

Method Sixty-one percent of nurses on the ward contributed to issue identification and the design of the educational material, including a set of written and video resources and incorporating the role of a handover coach. Staff performance was evaluated before and after access to the resources using self-administered Likert scales, observation and a focus group.

Results After the intervention, there was a stronger relationship between the participants' understanding of ISBAR and their application of it in handover. Further, there were statistically significant increases in improved handover practises, including family inclusion and safety checks.

Implications for nursing management A practise development approach is useful in the provision of education to guide clinical performance in patient handover. Nurse managers can use this approach to empower their staff to make positive changes to practise.

Keywords: clinical handoff, nursing, patient handover, practise development, quality improvement

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Aim

This paper describes how nursing staff in a paediatric ward improved the conduct of clinical handover, using a practise development approach. Practise development values the participation both of staff and family (Manley *et al.* 2008) and interconnects well with the practise of family centred care (FCC), which Mikkelsen and Frederiksen describe as one that deliberately

involves and empowers families to promote the health of all family members (Mikkelsen & Frederiksen 2011). The nursing staff on the paediatric ward aimed to uphold these principles in their everyday care, and this project purposefully sought to observe this activity in the practise of handover. A nursing academic (PDF) held focus groups with paediatric nurses to help them identify their concerns related to handover.

Practice Development Changes Paediatric Handover

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