The use of a structured multidisciplinary handoff template during nursing endorsement; Impact on patient safety.

<u>PROBLEM:</u> Endorsement between shifts is done using logbook where important patient information are entered by the nurses. High probability of missing important patient safety issues, such as changes in clinical status that need particular follow up and actions.

<u>AIM:</u> To standardize the clinical communication during endorsement by using "Handoff Template" and reach full implementation by end of February 2014.

### **INTERVENTIONS:**

- Identified the problem.
- Discuss the contents that must be present in the template with the nurses.
- Drafted the template.
- Introduced the template to the nursing team in the unit meeting.
- Tested the feasibility of using the template in one shift endorsement for one patient.
- Modified the template by including a section for other health care providers and again tested the feasibility.
- Created awareness through staff education.
- Started the implementation by testing it with one patient then increased the number of patient gradually to achieve 100% patient population.

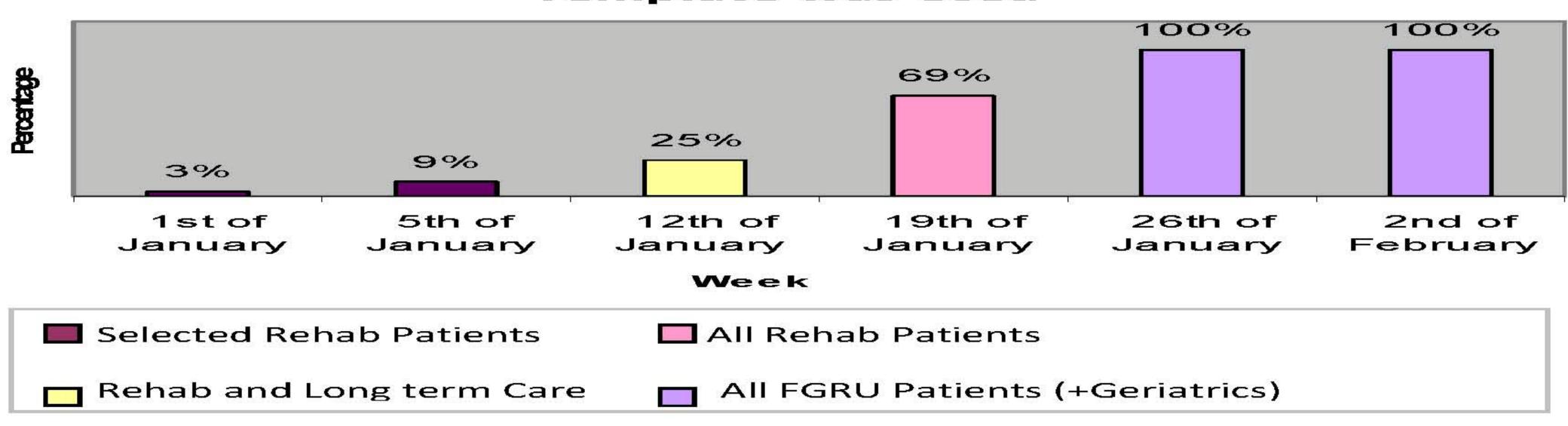
## TEAM:

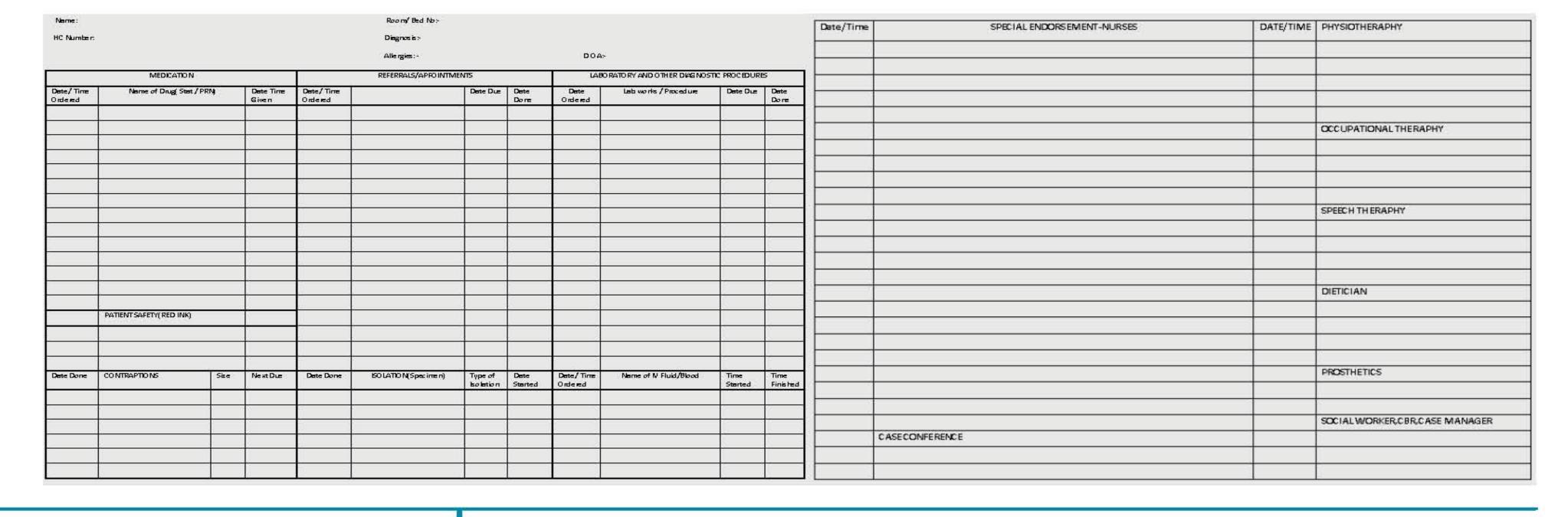
- FGRU Charge Nurses
- FGRU Staff Nurse
- BCA Team

### PROJECT MANAGER

Dr. Amal Abousaad

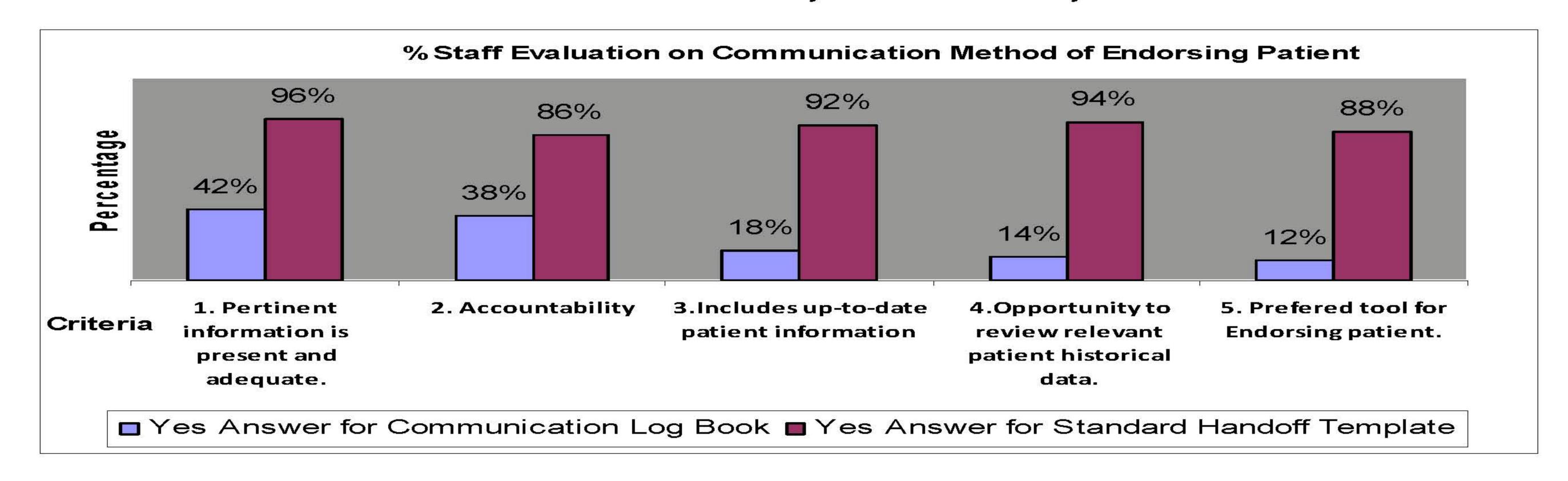






### **RESULTS:**

# Collected feedback from the nurses by a short survey



### **CONCLUSION:**

- Implementation of a structured handoff template facilitated better communication between the healthcare providers thus ensures patient safety.
- Provides all up-to-date relevant patient information in a single sheet which prevents the chance of having a "Near miss".
- Information received ensures continuity of care.
- Overall, 88% of nurses preferred the use of handoff template.

#### **NEXT STEPS:**

- Train the new staff about the use of the handoff template.
- Monitor the sustainability of the practice through continuous observation during the endorsement.
- Spread the use of the handoff template to the other units.