

Improving the clinical handover process of patients in the resuscitation room, ED, HGH

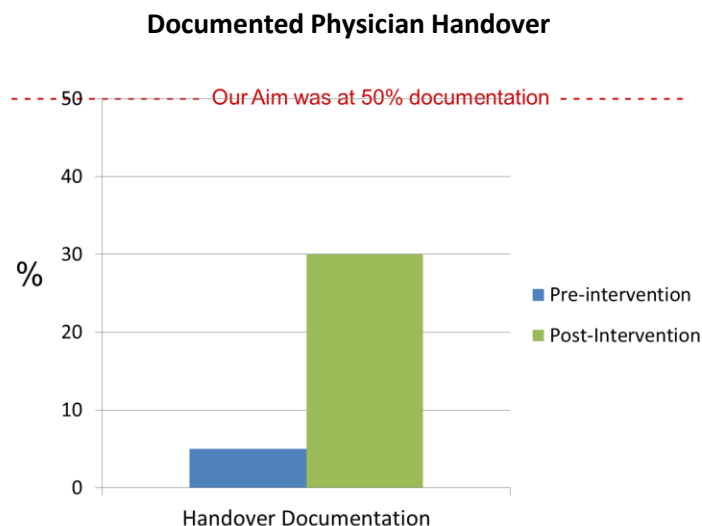
PROBLEM: There is no standardized and documented clinical handover process of patients during shift change in the Emergency Department at Hamad General Hospital. This could result in discontinuity of patient care and risk the patient safety.

AIM: To establish and implement a standardized effective clinical handover process which meets international recommendations for at least 50% of patients in the Resuscitation Room of HGH/ ED by date 31st December, 2013.

INTERVENTION:

- Random Physician survey and file audit.
- Direct physician education and lectures
- Poster s, visual aids and electronic communication via emails to all physician.
- Structured and standardized hand over bed side guide line.

RESULTS:



TEAM:

- Eng. Ghada Mohamed Almandoury.
- Dr. Ahmed Subhy Alsheikhly, Senior specialist ED

PROJECT SPONSOR:

- Dr: Dominic Jenkins
- Vice Chair Quality Improvement ED

COACH:

Dr. Biju Ghafoor
 Consultant ED

CONCLUSIONS:

- Achieving a standardized structured handover will require more time and effort as it involve a culture change
- Education and interaction with physicians result in marked improvement in handover process.

NEXT STEPS:

- Quarterly audit of files
- Using the hand over process as a quality indicator.
- Continuous Education of physician
- Visual Aids and poster