Participant Workbook

For Shift Handover: A Training Programme for Nurses and Health Care Assistants HCA (2014)

Name:                   Date:

Facilitated by:

Shift Handover:
A Training Programme
for Nurses & Health Care Assistants
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Suggested Programme Outline

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<th>Title</th>
<th>Duration</th>
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<td>1</td>
<td>Introduction &amp; Background to Shift Handover</td>
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<tr>
<td></td>
<td><strong>Part 1</strong>: Introduction</td>
<td>10 minutes</td>
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<tr>
<td>2</td>
<td>Existing Practice</td>
<td>15 minutes</td>
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<td>4 (c)</td>
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<td>5</td>
<td>Consolidating Change: Group Work (Scenarios/Problem Solving)</td>
<td>30 minutes</td>
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<td>6</td>
<td>Conclusion &amp; Programme Evaluation</td>
<td>10 minutes</td>
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Note to All Participants:

As the programme content is delivered through a variety of teaching methodologies (DVD, Reflective Practice & Group Exercises), the purpose of this workbook is to facilitate each participant to document key learning points from the DVD and/or observations from reflective practice/group exercises. It can subsequently be used as a reference document for Shift Handover as required.

Additional resources to be provided as required:

- ISBAR Template
- Patient Status Communication Sheet
- Handover Prompts
- Handover Operational Procedure
- Safety Pause Information Sheet
- Evaluation Form

Please note this programme has received NMBI (Nursing and Midwifery Board of Ireland) Category 1 Approval and has been awarded 4.5 CEU’s (Continuing Education Units)
Expected Learning Outcomes:
Participants will understand how to conduct a clear, comprehensive, person-centred handover within a timely manner using a standardised, structured format to achieve the following key objectives:

- Improved Patient Outcomes
- Reduced Near Miss/Adverse Incidents
- Reduced Repetition
- Improved Patient Satisfaction Rates
- Enhanced Safety and Effectiveness in the Delivery of Care.
- Enhanced Education within Handover
- Improved Quality of Information Disseminated within Handover
- Reduced Length of Handover
- Subsequent Increase in the Amount of Time Available to Provide Care Directly to Patients.

Discussion: Reflective Questions

- What are your thoughts on handover?

__________________________________________________________________
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- What are the current challenges you face in handover?

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__________________________________________________________________
__________________________________________________________________
Part 2: Existing Practice;

Expected Learning Outcomes:
Participants will understand;

- The deficits of existing handover practices
- The internal and external forces affecting shift handover processes
- How ineffective handover processes can influence patient outcomes

Discussion: Reflective Questions

- What did you observe within that clip? / What were the positive/negative aspects of the handover process?
  ........................................................................................................................................

........................................................................................................................................

- Is this what happens in your setting? / Are you familiar with this type of handover?
  ........................................................................................................................................

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- What are the key issues arising from this handover?
  ........................................................................................................................................

........................................................................................................................................

- How would you solve these issues?
  ........................................................................................................................................
Part 3 (a): Best Practice;

Expected Learning Outcomes:
Participants will understand:
- How the best practice handover process works
- Key elements affecting shift handover processes
- How effective handover processes can influence patient outcomes

Discussion: Reflective Questions
- Are you familiar with this type of handover?

__________________________________________________________________
__________________________________________________________________
__________________________________________________________________

- What are the main differences between this and the previous handover process?

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__________________________________________________________________
__________________________________________________________________

- What were the positive/negative aspects of the handover process?

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- How will this impact on the delivery of care?

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- Do you think this could work in your setting?

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- What could be the challenges to implementing this handover process?

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Part 3 (b): HCA Handover:

Expected Learning Outcomes:
Participants will understand:
- The importance of including the HCA in handover to communicate key elements of patient care
- The type of information that is required by the HCA to deliver care within his/her scope of practice
- How effective handover processes between the nurse and HCA can influence patient outcomes

Discussion: Reflective Questions

- What did you observe within that clip?
  __________________________________________________________________________
  __________________________________________________________________________

- Is this what happens in your setting?
  __________________________________________________________________________
  __________________________________________________________________________

- Do you think this approach will work?
  __________________________________________________________________________
  __________________________________________________________________________

- How this will affect the delivery of patient care?
  __________________________________________________________________________
Part 3 (c): Meet and Greet:

**Expected Learning Outcomes:**
Participants will understand:
- The concept of Meet and Greet
- The importance of Meet and Greet in affecting the therapeutic relationship between patients and staff
- The importance of Meet and Greet in supporting effective communication processes and patient safety as part of handover

**Discussion: Reflective Questions**

- What did you observe within that clip?
  ________________________________________________________________
  ________________________________________________________________

- Is this what happens in your setting?
  ________________________________________________________________
  ________________________________________________________________

- Do you think this approach will work?
  ________________________________________________________________
  ________________________________________________________________

- How this will affect the delivery of patient care?
  ________________________________________________________________
  ________________________________________________________________
Part 4 (a): Implementing Change: ISBAR (Identify, Situation, Background, Assessment and Recommendation):

**Expected Learning Outcomes:**
Participants will understand:

- What ISBAR is and how it is used in tandem with the nursing process and a chosen model of nursing to support the exchange of relevant information in a structured, standardised format.

Examples of Information given under each heading of ISBAR are:

**Identify:**
- Name
- Age
- Address or Place of Residence
- Consultant
- Date of Admission

**Situation (Observations):**
- Admitting Problem/Reason for Admission
- Relevant Past Medical/Surgical History
- Resuscitation
- Infection Prevention and Control (IPC) Status
- Current Treatments
- Completed Investigations
- Relevant Test Results
- Allergies
- Estimated Date of Discharge

**Observations:**
- Early Warning Score (EWS)
- Vital Signs
- Frequency of Observations
- Telemetry

**Background:**
- Living Conditions
- Social History (including Tools such as ‘This is Me’, for example, which may be used for patients with dementia/cognitive impairment).
Assessment: The information exchanged here should correspond with the patient problems/nursing diagnoses documented within the care plan. The following examples are based on the Activities of Daily Living used as part of the Roper, Logan and Tierney Model of Nursing and are included here for illustration only.

Maintaining Safe Environment:
- Pressure Areas
- Waterlow Score
- Intravenous (IV) Cannulae and Visual Infusion Phlebitis (VIP) Score

Eating and Drinking:
- Dietary Requirements
- Assistance with Dietary Requirements
- Fluid Balance
- Intake and Output
- Weights

Mobilising:
- Mobility
- Falls Risk Assessment

Recommendations (Recap, Review & Responsibilities)
- What needs to happen today?
- Nursing Needs
- Concerns
- Outstanding Referrals
- Pending Tests/Investigations/Procedures
- Discharge Plan or Overall Plan of Care
- Any Other Comments or Actions needed
- Safety Pause
Discussion: Reflective Questions

- Are you familiar with ISBAR as a communication tool? / Have you used ISBAR prior to this (either in handover or as a general communication tool)?

- Do you think ISBAR can support handover?

- How will ISBAR enhance the exchange of information at handover?

- How will using ISBAR affect the delivery of patient care?

- Referring to the model of nursing and assessment process used in your clinical area, is there additional information that should be included under each heading of ISBAR?
Part 4 (b): Implementing Change: Supporting Resources:

**Expected Learning Outcomes:**
Participants will understand;

- What the supporting resources are and how they are used as part of handover to support a structured, standardised approach to the exchange of relevant information.

**ISBAR Template:**

____________________________________________________________________

____________________________________________________________________

**Handover Prompts:**

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____________________________________________________________________

**Patient Status Communication Sheet:**

____________________________________________________________________

____________________________________________________________________

**Handover Operating Procedure:**

____________________________________________________________________
Discussion: Reflective Questions

- Do you think these resources can support handover?

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__________________________________________________________________
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__________________________________________________________________

- Can you think of other resources that may support handover?

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Expected Learning Outcomes:
Participants will understand;
- What best practice in Shift Handover entails
- How best practice concepts are incorporated into handover to support a structured, standardised approach to the exchange of relevant information

On the Move:
________________________________________________________
________________________________________________________

Patient Communication Boards:
________________________________________________________
________________________________________________________

Clear Roles and Responsibilities:
________________________________________________________
________________________________________________________

Safety Pause:
________________________________________________________
________________________________________________________

Identification of Priorities:
________________________________________________________
Confidentiality:

________________________________________________________________________
________________________________________________________________________
________________________________________________________________________

Discussion: Reflective Questions

- Are you familiar with these best practice concepts?
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  __________________________________________________________
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- Do you think these best practice concepts can support handover?
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  __________________________________________________________
  __________________________________________________________

- How will the best practice concepts affect the delivery of patient care?
  __________________________________________________________
  __________________________________________________________
  __________________________________________________________
Part 5: Consolidating Change:

**Expected Learning Outcomes:**
Participants will understand:
- How the best practice handover process works
- Key elements affecting shift handover processes
- How effective handover processes can influence patient outcomes
- Discuss how to sustain the improvements made through implementation of the best practice process

**Participants are required to develop fictional patient scenarios to engage in the opportunity to simulate a handover using ISBAR and the supporting resources**

**Discussion: Reflective Questions**
- How will you implement the best practice handover process in your area?

__________________________________________________________________

__________________________________________________________________

- How will you engage your colleagues to participate in the best practice handover process?

__________________________________________________________________

__________________________________________________________________

- How will you sustain the improvements you have made?

__________________________________________________________________

__________________________________________________________________

Thank you for your participation in this programme and please complete the evaluation form. Your feedback is required to inform future programmes.
References


HIQA (2013) *Patient Safety Investigation Report into Services at University Hospital Galway (UHG)* HIQA, Dublin, Ireland


Keogh, B. (2013) *Review into the Quality of Care and Treatment Provided by 14 Hospital Trusts in England*, NHS, United Kingdom.


