

# What are the Nursing Handoff Procedures (Content/Parameters/Forms) Throughout the Hospital, and is a Standardized Reporting Tool Desired?

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## Background

- Handoff is used at the beginning and end of all nursing shifts. This is used to share important information regarding your patient care.
- In the case that pts. are transferred to different level of care and units, what is preferred in handoff between each unit can change. Standardized handoffs between units throughout the hospital improves communication and pt. care as well as reducing nursing errors and end of shift overtime.
- This EBP will evaluate content used throughout individual units, forms used with handoffs and information desired throughout handoff will [SA5] increase better communication and patient safety. .

## Practice Change

Assess current state of handoff between units. Assess if standardized handoffs are desirable, and what contents would be included.

## Methods

- Individually passing out surveys to staff nurses both on day and night shift at beginning of shift, throughout all units listed at EMMC, picking up surveys at the end of shifts each day. (See Appendix A)
- Analyze data collected and measuring if standardized handoff is desirable.

## Measures and Results

**Nursing Handoff Procedure Survey**

What shift do you work?

- Days
- Nights

How many years have you been an RN?

- <1 year
- 1-3 year
- 3-6 years
- > 6 years

What floor do you work on?

- CCU
- Merrit 3
- Grant 6
- P6
- ICU
- Grant 4
- SSU
- SSD
- ED
- Grant 5
- PO3

What method do you utilize during nursing handoff?

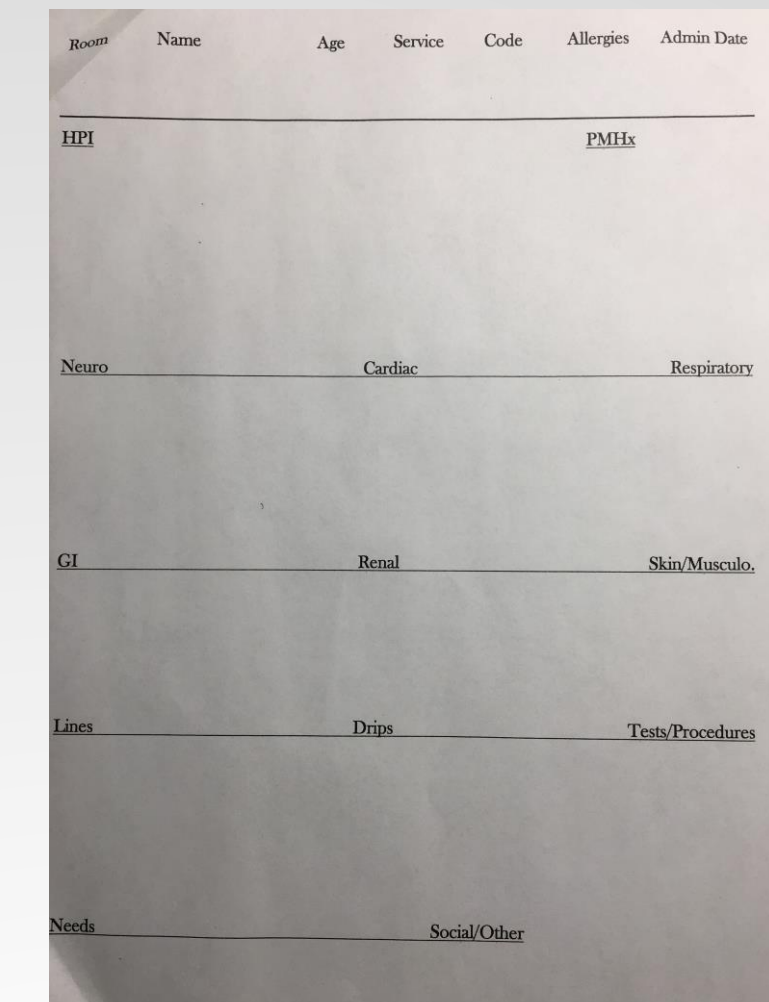
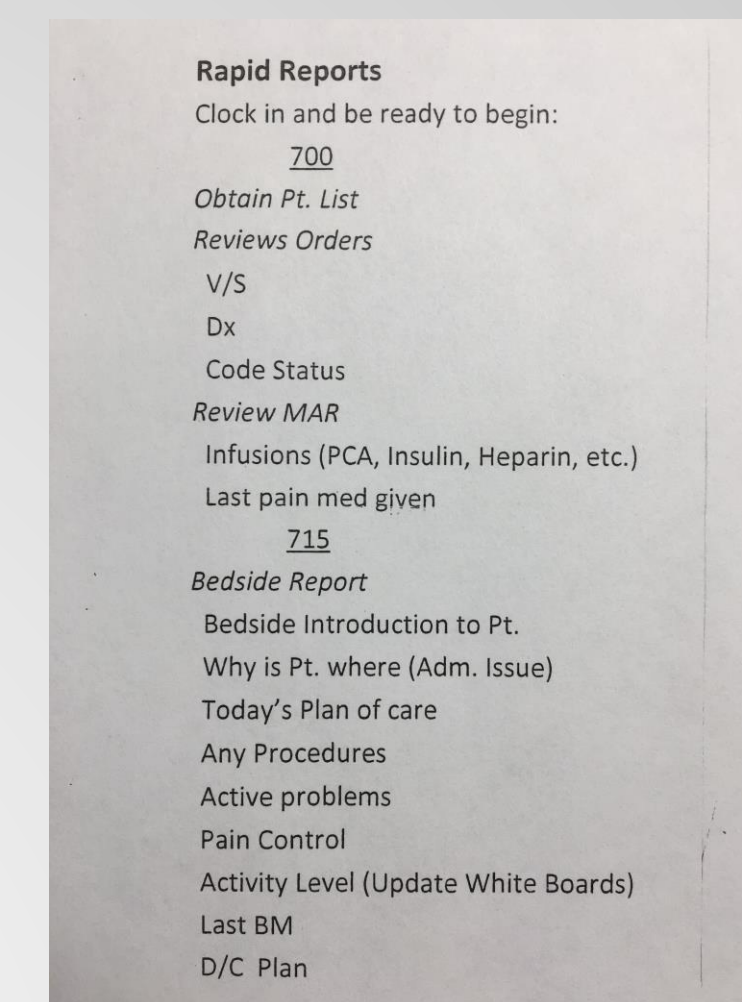
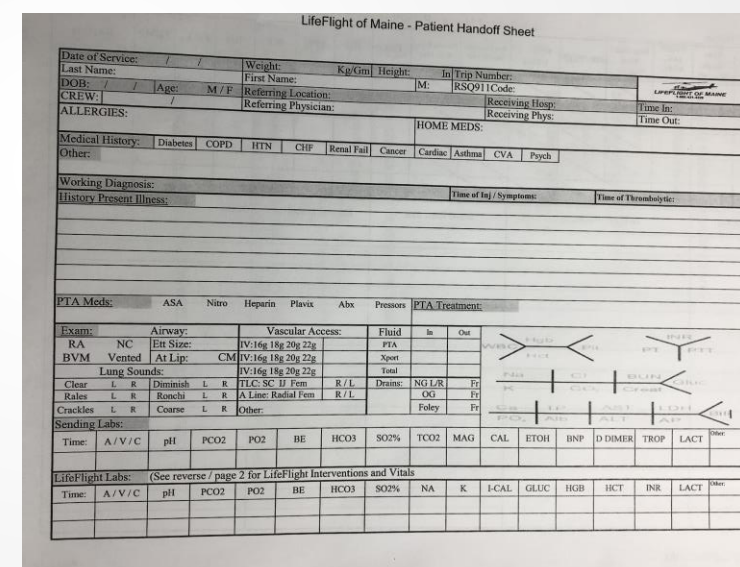
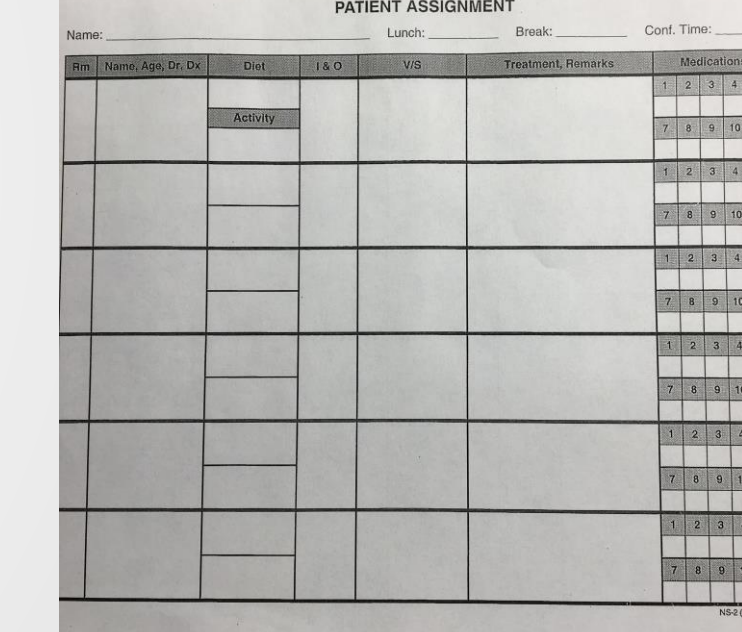
- Verbal?
- Written, **if yes**
  - Did you create your own? or
  - Is it a standardized form used by staff on your unit?

OTHER:

On a scale from 1-5 (1 being the lowest importance and 5 being highest importance) how important do you feel it is to have a standardized hospital wide handoff tool?

1      2      3      4      5

PLEASE ATTACH A COPY OF YOUR HANDOFF SHEET FOR REFERENCE

## Limitations / Challenges

- Short staffing**
  - With already limited staff, staff was too busy to fill out survey
- Diversion**
  - When ED is on diversion nurses are too busy to fill out survey
  - Units receiving patient to help ED numbers become too busy to fill out survey
- Survey wording**
  - Some nursing answered both written and verbal when asked what method is utilized
  - “Standardized form” changed throughout unit

## Results

Nights	<1 year	1-3 years	3-6 years	>6 years	Verbal	Written	Both W/V	1	2	3	4	5
CCU	0	0	4	10	9	2	3	9	2	1	2	3
ICU	0	2	4	8	4	2	8	5	3	1	1	2
Merrit 3	10	4	0	2	8	6	3	0	2	4	4	10
PO3	4	0	2	6	2	0	10	0	0	4	1	6
SSU	0	0	0	4	1	2	1	0	1	0	1	2
Grant 4	2	10	4	3	10	8	1	6	6	4	0	2
Grant 5	6	6	2	4	6	10	2	2	0	2	6	8
Grant 6	5	3	0	3	2	6	3	2	0	5	3	2
P6	5	2	4	1	4	6	2	2	1	6	1	2
SSD	4	4	2	10	10	6	4	2	2	4	6	6
ED	1	4	4	10	15	0	4	2	4	8	0	6

Days	<1 year	1-3 years	3-6 years	>6 years	Verbal	Written	Both W/V	1	2	3	4	5
CCU	0	4	4	6	4	4	6	6	2	0	3	3
ICU	1	0	5	6	8	2	2	7	1	0	1	3
Merrit 3	8	0	4	4	10	0	6	0	0	10	0	6
PO3	0	2	2	6	6	4	2	4	0	2	2	2
SSU	0	0	0	4	0	1	3	0	0	2	0	2
Grant 4	2	0	4	4	3	3	1	0	0	2	6	2
Grant 5	2	8	6	4	14	4	2	2	0	4	10	4
Grant 6	2	4	6	8	12	4	4	6	1	10	2	3
P6	5	4	2	2	6	5	2	3	2	1	3	4
SSD	0	4	0	4	0	4	4	4	4	0	0	0
ED	1	5	4	1	10	0	1	5	1	1	1	3

## Conclusion

- Through all nurses surveyed, no overwhelming consensus for standardized nursing handoff.
- Critical care units more against standardization than others.

### References

Klee, K., Latta, L., Davis-Kirsch, S., & Pecchia, M. (2012). Using continuous process improvement methodology to standardize nursing handoff communication. *Journal of pediatric nursing, 27*(2), 168-173.

Zou, X. J., & Zhang, Y. P. (2016). Rates of nursing errors and handoffs-related errors in a medical unit following implementation of a standardized nursing handoff form. *Journal of nursing care quality, 31*(1), 61-67.