

Category : **Emergency room**

A198 - A hospital-wide quality improvement project to enhance patient handover between the emergency department and hospital wards

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Introduction:

Consecutive incident reports pertaining to patient handovers between our emergency department (ED) and inpatient wards prompted a quality improvement project using the ADaPT[®] method. This led to a series of interventions aimed at improving handovers: a structured form within the electronic record; continued advocacy of the ISBAR structure; bedside handover; education; points of contact; and creating a positive environment to speak-up. Bedside handover was considered the most prominent change from current practice. Our study aimed to evaluate the effect of this project.

Methods:

To evaluate the quality of patient handovers scoring tools were utilized, the *Hasselt Instrument for Assessing Handover Quality* (HIAHQ) and the *Handoff Clinical Evaluation Exercise* (handoff-CEX). The HIAHQ scores overall quality of patient handovers, whereas the handoff-CEX scores individual handovers. Both scoring tools were utilized before and after the implementation of abovementioned interventions. The HIAHQ was issued to all nurses concerned with patient handovers from the ED to inpatient wards. The handoff-CEX was made electronically available to both the ED and the ward nurse after a handover took place during two fortnight study periods.

Results:

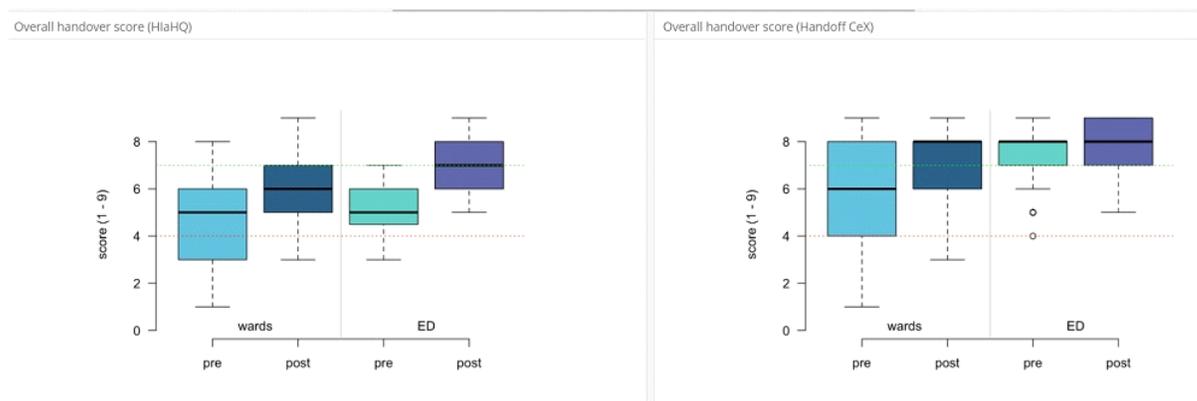
A total of 191 HIAHQ assessments were collected, respectively 109 pre-intervention and 82 post-intervention. A total of 194 individual handover interactions were scored with the handoff-CEX.

Data from the HIAHQ showed a significant improvement in the overall perceived quality of patient handovers both for the ED as well as the ward nurses. The assessment of individual handovers showed a significant improvement as well on all domains of the handoff-CEX tool. This effect was most outspoken for the ward nurses. Figure 1 shows a graphical representation of the abovementioned results.

Conclusion:

The ADaPT[®] method, providing a tailor-made improvement program enabled a project team to significantly improve the quality of nursing handovers between the ED and inpatient wards.

Image :



Pre- and post-intervention scores of HIAHQ and handoff CEX