Handover: There Is No “I” In Team

Canadian Patient Safety Week Presentation

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Overview

♦ Issue

♦ Contributing Factors

♦ Consequences

♦ Current Research & Research Gaps

♦ My PhD Research
Issue

♦ Communication failure: A breakdown in communication where the sender fails to convey the message or where the receiver fails to understand the message.
1977 KLM & Pan Am

(Cushing, 1994)
1988 Piper Alpha Disaster
(Parke & Mishkin, 2005)
Communication in Healthcare

- There is an established link between communication and patient safety in the literature.

- According to the Joint Commission, an analysis of 2455 sentinel events revealed that communication failures were the cause in over 70% of the cases. (Leonard et al., 2004).
Handover

♦ Definition: Communication resulting in a transfer of information and responsibility for a patient. (Tregunno, 2009)

♦ Also known as report, handoff, sign-off, sign-out, and transfer of accountability.

♦ Handover points: Shift change, breaks, unit to unit transfers, unit to DI etc.
Problem

◆ Information is often incomplete and subjective  
   (Kerr, 2011)

◆ Information is often incongruent with patient’s actual condition  
   (Richard, 1988)

◆ Patients are often left unattended for extended periods of time  
   (Athwal et al., 2009)
Factors Affecting Communication

Environmental / Organizational

- Interruptions (Laxmisan et al., 2007; Woloshynowych et al., 2007)
- Space (Tregunno, 2009)
- Time (Meissner et al., 2007)
- Communication tools (Clark et al., 2009; Haig et al., 2006)
- Policies/ guidelines (Benson et al., 2007; Sexton et al., 2004)
- Organizational leadership (Meissner et al., 2007)
- Safety Culture
Factors Affecting Communication

Healthcare Provider

♦ Support from colleagues
  (Meissner et al., 2007)

♦ Human factors (fatigue, reliance on memory)
  (McFetridge et al., 2007; Staggers & Jennings, 2009)

♦ Individual characteristics
  (experience, personality type)
  (Cahill, 1998; Sharit et al., 2008)
Consequences

Provider / Organization

♦ Nurse dissatisfaction  (Meissner et al., 2007)
♦ Nurse overtime  (Athwal et al., 2009)
♦ Length of stay in the ED

Patient

♦ Repeated assessments  (Tregunno, 2009)
♦ Unanswered call bells & patient falls  (Athwal et al., 2009)
♦ Adverse events
♦ Increased maternal hysterectomy  (Bailit et al., 2008)
♦ Newborn facial nerve palsy  (Bailit et al., 2008)
♦ Pneumonia in stroke patients  (Jones et al., 2011)
Current Research - Checklists

- The World Health Organization (2009) has made communication and coordination the #1 research priority for developed countries.

- SBAR

- I PASS THE BATON (Brownstein & Schleyer, 2007)

- iSoBAR (Porteous, Stewart-Wayne, Connolly & Crommelin, 2009)

- ISHARED
Current Research – Bedside Handover

Benefits

- Patient centered (Chaboyer, McMurray & Wallis, 2010; Griffin, 2010)
- Improved patient and staff satisfaction (Anderson & Mangino, 2006)
- Allows oncoming nurse to visualize patient (McKenna & Walsh, 1997)
- Improved patient outcomes; falls & call bells (Athwal, Fields & Wagnell, 2009)

Drawbacks

- Concerns about confidentiality (Baker, 2010; Griffin, 2010)
- Concerns about time
Knowledge Gaps

- Many quality improvement studies with weak methods
- Studies based on anecdotal evidence
- Difficult to link handover with specific patient safety outcomes
PhD Research Objective

The proposed study aims to develop and test a theoretical model of handover. By understanding factors that affect handover, it is possible to develop evidence based interventions to improve it.
Conclusion

♦ Communication failures can have serious consequences.

♦ In addition to nurse-to-nurse handover, interdisciplinary handovers also need to be considered.

♦ Healthcare leaders and researchers need to continue with the search for proven strategies that can be used to make communication safer.
We're going to be together forever.

What do you mean?

Do you mean we'll get married?

Do you mean we'll grow old together and have kids?

No.

I mean I accidentally glued our hands together.

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THANK YOU!
QUESTIONS?

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References


References


