



DEDER GENERAL HOSPITAL SHIFT HANDOVER PROTOCOL



PREPARED BY: HSQU

JULY 2016 E.C
DEDER, EASTERN ETHIOPIA



PROTOCOL APPROVAL SHEET

NAME OF PROTOCOL: SHIFT HANDOVER PROTOCOL

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THIS PROTOCOL IS EFFECTIVE
FROM
JULY 2016 E.C TO JUNE 2018



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Introduction

Purpose

The primary objective of a “hand over” is to provide accurate information about a patient’s care, treatment and services, current condition and any recent or anticipated changes. The purpose of this procedure is to have a standardised clinical handover process in place to facilitate timely, relevant and structured transfer of information regarding patients care between health care clinicians to enhance the continuity of care and optimise patient safety.

Scope

Handover of clinical care is more than just the transfer of information-it is also a transfer of professional responsibilities Handover of patient care is a core task for all members of the healthcare team but will particularly apply to those with a direct role in patient care where they need to hand over to another team or team member in an effective and efficient manner.

This policy specifically applies to the handover between shifts in relation to the immediate care of patients. It applies to all situations where clinical care is transferred from one healthcare professional to another while the patient remains in the same care environment. This policy applies to all staff providing care and who must transfer their responsibilities at the end of a shift.

This policy should be read in conjunction with the Transfer of Patients policy and Nurse End of shift meeting protocols, which applies, to the situation where a patient moves from one area, ward, or department providing care to another.

Shift Handover General Procedures

- ❖ Patient Handover procedures shall be implemented for daily shift handover of patients by incoming and outgoing assigned health professionals and supportive staff;
- ❖ In addition to clinical Handover all Medicine and materials handover shall be made at each teams as per the approved formats for this handover procedures;
- ❖ Patient information must be updated each shift on the handover sheet by the assigned nurse. Client information must be updated each shift on the client's health record by the assigned nurse. Besides all nursing process formats shall be updated before commencement of shifts;
- ❖ An overall brief 10 minute verbal handover is given at the commencement of a shift by Team leaders and Head Nurses for incoming shift health professionals;
- ❖ A team bedside handover, including review of documentation shall take place after the brief overall verbal handover.
- ❖ A verbal handover is given at the commencement of a shift by Team leaders and Head Nurses for the assigned shift professionals;
- ❖ Oncoming staff shall ensure that they are introduced to, or have an opportunity to sight, clients unknown to them.
- ❖ Any informal handover notes must be placed in the medical record at the end of the shift.

- ❖ Daily shift report shall be written by outgoing health professionals and submitted to Coordinators and Matron;
- ❖ Daily end of shift report findings should be reported on morning meeting sessions;

- ❖ All staff shall appear on time and leave after materials and patient handovers process has fully finalized;
- ❖ Receiving nurse should assess all patient/clients 'condition after handover
- ❖ SBAR communication approach shall be used for clinical Handovers

Roles and Responsibilities

Clinical Directors/ Heads of Department

- Ensures that this shift protocol is fully implemented by their respective staff;
- Responsible for ensuring there is a process for handover of patients at each change of junior and senior doctor period of responsibility.
- Orient staff on this shift handover protocols;
- Take corrective actions when gaps happened on the implementation of this protocol;

Matrons and Head Nurses

- Ensure that all Nurses/Midwives has fully implemented this guideline properly;
- Collect daily shift report and submit summary of the findings once monthly to SMT;
- Responsible for ensuring there is a process in place for nurse handover and that the process is followed at every shift change.
- Orient Nurses/Midwives staff on this shift handover protocols;
- Take corrective actions when gaps happened on the implementation of this protocol;

All Staff

- All staff are responsible for Complying with this policy by ensuring they actively participate in the clinical handover process;
- Submit Daily end of shift report to concerned bodies i.e. Matron and team Leaders;
- Completing an adverse incident reporting form in accordance with Dadar General Hospital Incident Reporting Policy for any error or omission that occurs relating to clinical handover

Implementation

- Clinical Handover processes shall be included during orientation of all new clinical staff;
- Techniques and tools for Clinical Handover are included in staff induction training manuals.

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