**Improving Handoff Communication**

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NURS-FPX4040

January 2025

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# Interview Summary

The interview focused on healthcare organization experiencing problems with communication during patients’ handoffs, which is one of the most significant safety concerns in patient care. The interviewee works in a mid-sized hospital as a nurse manager in the surgical unit and is responsible for managing staff and patient care. The main concern was found in the shift report handovers that were inconsistent and partially done, which resulted in medication administration issues and treatment delays. Prior leadership interventions to tackle the issue involved the adoption of EHR solutions for enhanced documentation standards and holding training sessions on effective ways of information sharing. Staff compliance is still an issue making these efforts partially effective. There is collaboration culture within the organization, however, there could are still several challenges like heavy workload coupled with time constraints. One of the most essential things that the interviewee highlighted was the importance of collaboration across interdisciplinary teams, for example of a successful outcome is realized when various professional solves a problem that affects patient care hence pooling their expertise and expertise.

# Issue Identification

The rationale for the identified problem lies in inadequate communication during handoffs between care providers, which creates considerable risks that affects patient outcomes. Therefore, an evidence-based approach integrating interdisciplinary teams from various fields is vital in this case. This approach involves convening nurses and other healthcare workers through a collaborative approach to ensure that there is consistency when transferring patient’s data during sift changes. According to Ahn, Jang & Son (2021), evidence has shown that cooperation between nurses and pharmacists can enhance the quality of care delivered to patients as well as minimize the rate of medical errors through cooperation accountability through mutual understanding.

# Change Theories

Lewin’s Change Management Model is vital in solving communication challenges in organization during patients’ handoffs. This theory involves three stages: These include the unfreezing, change, and refreezing processes. At the unfreezing stage, staff members can identify what needs to be changed within the organization to enhance their communication by presenting data and case studies demonstrating the effect of poor communication on patient safety (Zhao, 2023). The changing phase involves the implementation of standardized tools such as structured handoff template and training on the use of the said tools. The final stage of the process reinforces these changes by integrating them into the organisational culture and assessing their impact through periodic checks and reviews. Lewin’s model has been found to be effective strategy for implementing organizational changes by scholars especially when combined with staff engagement strategies to mitigate resistance cases (Chien et al., 2022).

# Leadership Strategies

The concept of transformational leadership can be useful in the creation of interdisciplinary approaches solution for handoff communication. Whereas transactional leaders focus on ensuring that the workplace is run properly, transformational leaders encourage, motivate and help create mutual trust amongst employees which is the key to team work. For instance, leaders can organize workshops in which staff members, including nurses and physicians, collaborate in creating handoff process together. Leaders should also periodically check on the staff and acknowledge their contributions to prevent burnout. Research shows a positive correlation of transactional form of leadership with team performance and job satisfaction, which are useful in solving communication problems (Nardi et al., 2020).

**Interdisciplinary Team’s Role in Nursing-Sensitive Quality Indicators (NSQI’s)**

Effective communication around the time of patient handoffs is critical in the interest of patient safety, especially during the management of nursing-sensitive quality indicators, which include patient falls, pressure ulcers, and medication errors. The interdisciplinary team plays a very important role in collecting, analyzing, and reporting NSQI data to ensure that communication lapses during shift changes can be identified with the view of mitigating associated risks.

NSQI, in the context of the identified interview's handoff communication challenges, will enable nurses and other professionals to monitor the effectiveness of their implemented strategies on standardized handoff templates and EHR. For example, by trending medication errors resulting from poor handover practice, this team will be able to indicate where further intervention needs to take place, including additional staff training or enhanced documentation protocols.

Data are supposed to be collected by interdisciplinary team. The team should pool their talents in order to address the handoff issues holistically. NSQI-based performance reports ensure that leadership supports an evidence-based decision-making process in building an accountable and well-understood mutual team. Enhancements in the quality of care while trying to keep all points in line with organizational goals about the issues of patient safety and efficiency take place. The use of such informatics tools as EHR dashboards and data visualization platforms further supports the interdisciplinary team in the tracking and performance improvement of NSQI, assuring that evidence-based solutions stay central in attempting to address handoff communication issues.

# Collaboration Approaches

Best practices for collaboration, including face-to-face organized interprofessional team conferences, can have a profound impact on handoff communication. Frameworks such as SBAR (Situation, Background, Assessment, Recommendation) ensure that information is presented in a clear and coherent manner. Other potential efforts that may be put in place include daily interdisciplinary huddles to ensure all team members understand the care priorities. Literature review about teamwork underscores the need to create an environment in which everyone in the team is able to contribute their input without discrimination (Zhao, 2023). Furthermore, teams could rehearse and improve their handoff communication through simulation-based training environments. Through these approaches, organizations can enhance the effectiveness and efficiency of patient handoffs.

# References

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