



BEDSIDE HANDOVER COMMUNICATION PROVEN TO BE MOST EFFECTIVE PRACTICE

Author: Clare Lawrence Student Nurse Otago Polytechnic



Introduction

- ♦ Clinical handovers at the bedside promote patient safety, build employee teamwork, accountability and ownership and it responds to a number of National Patient Safety Goals set by the Joint Commission (Baker, 2010).
- ♦ The bedside shift report provides an opportunity to enhance patient and family involvement, allows for the oncoming nurse to visualise their patient, check their environment, and promotes clear and open communication between nurse and patient and therefore decreases the potential for errors (Athanasakis, 2013).

Outcomes

- ♦ Taped communication can be out of date, with no immediate contact with the patient, causing high errors due to not getting clarity from the patient (Tucker & Fox, 2014).
- ♦ Verbal and written office-based handovers can be time consuming, using subjective data, creating irrelevant information, not sticking to facts, not getting clarity from patient and/or family, causing errors which can lead to adverse events (Radtke, 2013).
- ♦ Bedside handovers seem increasingly more popular with patients and is possibly emerging as best practice (Nelson & Massey, 2010).
- ♦ Patients witness a safe and professional transfer of responsibility, promotes patient involvement in plan of care (Radtke, 2013).



Recommendations

- ♦ More training when doing bedside handovers, making sure the patient's safety is a priority. Recording and checking medications correctly, making sure the patient fully understands their care and working in equal partnership with the patient, gives the patient a sense of empowerment (Kerr, Lu, & McKinlay, 2014).
- ♦ A use of a standardised Operating Protocol (SOP) as demonstrated in the REED (record, evidence, enquire, discuss) model which has been proven to reduce adverse events, improve communication and documentation (Australian Commission on Safety and Quality in Healthcare, 2010).



Conclusion

From the findings in the research it is apparent that communication between patient, nurses and families is more effective at the bedside compared to verbal, written and taped elsewhere.

Patients feel more involved, are in equal partnership with the nurse and they feel empowered by being able to contribute to their care plan.

References

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Rationale: Why I chose a poster to present my literature review.

To present my literature review article, “Does bedside handover improve the effectiveness of communication between nurses and patients compared to tape-recorded, written and verbal handovers elsewhere?” I chose to transfer this information into a poster and target the audience to health care practitioners, nursing management and lecturers. According to Hess, Tosney and Liegel, (2009), an effective poster is a highly condensed version of a research paper constructed primarily of visual displays of data with just enough supporting text to provide context, interpretation, and conclusions. The poster presentation is a commonly used format for communicating information within the academic and public health fields and the graphical design and physical appearance of the poster can determine its success in promoting knowledge transfer. (Ilic & Rowe, 2013).

The evidence-based literature being presented in the poster is mainly focused on communication which plays a vital part within the health care system and needs to be reinforced just how the impact of ineffective communication can cause serious adverse events that research has shown could have been prevented. After a thorough research of my chosen topic it became apparent the impact of communication at the bedside involving the patient and their family’s decreased miscommunication and had a positive influence onto other health care practitioners.

PECOT category	Explanation related to question.	Explanation
Population	Patients (any age) and nurses who communicate during bedside handovers in an acute hospital setting on the Medical/Surgical wards	Patients and nurses are the target group who communicate during bedside handovers
Exposure / intervention	Impact of handover styles on patient and nurses relating to communication, documentation and patient safety	Looking for articles that reveal/benefit of communication to patient and nurse at bedside handover
Comparison/control	All other methods of shift to shift handovers	Effectiveness of communication using other methods compared to bedside handover
Outcome	Which form of communication is shown to be more effective	Beside handover versus verbal/written/tape recorded, handover in nurses care station.
Time	No timeframe	On going information/research.

(Schneider & Whitehead, 2013)

References:

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