

# QIP : Improving Weekend Medical Handover

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## Background

- Handover is essential in ensuring continuity of patient care and maintaining patient safety.
- Weekend handover at PAH comprised of SHO's and FY1's.
- 'Nervecentre' is the handover tool used.
- **Lacked structure, no cohesion, no specific start or end time, no oversight on quality of handover** making the **weekend ward cover shift extremely challenging.**

## Aims

To establish a cohesive structure, encourage leadership among juniors and educate them on the importance of effective and high quality handover to ensure high standard of patient care.

## Methods

- Implement a clear cohesive structure with attendance register and timetable.
- **Educational initiatives** through posters, teaching sessions, grand round presentations to achieve aims
- Encouragement of consultant involvement

### MEDICAL HANDOVER

SENIOR DOCTORS TO REMIND JUNIOR DOCTORS THAT ATTENDANCE IS COMPULSORY ON FRIDAY

#### KEY POINTS

1. FY1 DOCTOR TO **PRINT ATTENDANCE REGISTER AND BRING TO HANDOVER** (XDrive - Oncall Medicine - Medical Handover - February - XL File)
2. EVERYONE TO COME AT **ALLOCATED TIME**  
1600-1630: FLOOR 1 & 2 + TYE GREEN  
1630-1700: FLOOR 3 & 4 + GIBBERD/OUTLIERS
3. CONSULTANTS TO ADVISE **EXACT PLAN** IN NOTES
4. JUNIORS TO PUT **BRIEF SUMMARY IN NERVECENTER** AND **BLOODS PRINTED**
5. ONCALL DUTY TO **REMOVE JOBS ON NERVECENTER**

F1 TO EMAIL REGISTER AFTER HANDOVER TO  
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## Results

Data initially collected over 3 month period prior to and following intervention.



Improved Attendance At Handover  
**67% to 90%**



Timely Conclusion of Handover - End time  
**1750 to 1710**

Average jobs generated each week  
**37 to 42**

Appropriate use of nerve center with **paperless handover now in place**  
**60% to 95%**

Handover **now has well established structure**

Consultant Involvement/Oversight Achieved

## Conclusion

Simple intervention producing significant improvements. Handover process now has a good cohesive structure with positive feedback from all involved. Key to implementation and sustainability of these changes is improved understanding among juniors of the importance of good handover.

## Future Recommendations

- **Introduction of a Friday Ward Round Template**
- Establishing a team of doctors responsible for handover to sustain the improvements made
- Improvements to electronic handover tool - Nervecenter

FRI DAY WARD ROUND PROGRAM	
Patient Details - Alpha Patient Label	Case
Patient Name	Team
Account Number	Ward
U.S.N.	Consultant
MRD Number	Dr
	Grade
Patient Age	Reason For Admission
Referral Co-Morbidities	Current Issues/Working Diagnosis
21	21
22	22
41	41
42	42
43	43
44	44
45	45
46	46
47	47
48	48
49	49
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100	100