Standardized Handoff Report in the Clinical Setting
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Background
- Nursing report is a process of exchanging vital patient information to ensure safe patient care and the delivery of the best clinical practices.
- The joint commission acknowledges that more than “4,000 hand-offs” occur every day.
- Communication failures resulted in “30 percent of all malpractice claims, resulting in 1,744 deaths and $1.7 billion in malpractice costs over five years.”

The recommendation made by the joint commission was to standardize training on conducting a successful handoff from sender to receiver.

The standardized handoff report in the clinical setting increases nurse satisfaction and helps improve report efficiency, teamwork, nursing accountability, and report accuracy.

Practice Change
- Increase registered nurses’ (RNs’) knowledge of the importance of a standardized handoff report in daily clinical practice.

Methods
- Administer anonymous paper pre-surveys to RNs.
- Presented educational pamphlets for RN’s to review individually.
- Anonymous post-surveys administered two weeks after education.

Measures and Results

Pre-Survey Results (n=23)

<table>
<thead>
<tr>
<th>Question</th>
<th>Agree</th>
<th>Disagree</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. How do you like the current handoff report you use? Pros and Cons?</td>
<td>![Agree Chart]</td>
<td>![Disagree Chart]</td>
</tr>
<tr>
<td>2. Agree or Disagree: Do you feel important patient care information is often lost during shift changes?</td>
<td>![Agree Chart]</td>
<td>![Disagree Chart]</td>
</tr>
<tr>
<td>3. Agree or Disagree: Problems often occur in the exchange of information across hospital units?</td>
<td>![Agree Chart]</td>
<td>![Disagree Chart]</td>
</tr>
<tr>
<td>4. Yes or No: Are you willing to trial a Standardized Patient Care Handoff Report?</td>
<td>![Yes Chart]</td>
<td>![No Chart]</td>
</tr>
<tr>
<td>5. Do you have any ideas to make handoff reports easier and more effective?</td>
<td>![Yes Chart]</td>
<td>![No Chart]</td>
</tr>
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</table>

Next Steps:
- Implement standardized handoff report in clinical setting.
- Follow up with RNs who use the standardized handoff report to check the report efficiency or the need for modifications as needed.
- Continue to provide education to RNs working in the clinical setting.

Barriers of this Study:
- Lack of time to complete trial and do a post survey.
- COVID pandemic and cancelled residency days.
- Some RNs are reluctant to use the standardized handoff report since they have their own nursing handoffs.

Summary/Discussion
- A standardized handoff report plays an important role in improving high quality patient care and workflow during their shifts.
- The largest barriers to the use of standardized handoff were identified to be a lack of time to complete post survey and reluctance to try out the standardized handoff over their own handoffs.
- Written education provided to RNs will help outline why standardized handoff report should be a priority in the clinical setting.

Conclusion
- Written education provided to RNs will help outline why standardized handoff report should be a priority in the clinical setting.

References


