



A patient SHARED is a patient SAFE

Improving the Handover process between the Emergency Department and the Acute Medical Unit

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Introduction

Good continuity of information is vital for patient safety. With increased numbers of staff caring for patients, the need for comprehensive handover of clinical information is more important than ever.(1) Inadequate verbal and written communication is recognised as being the most common root cause of serious errors – both clinically and organisationally.(2)

Aim

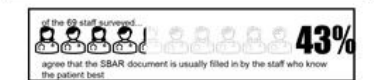
Improve the completion rate of Situation Background Assessment Recommendation (SBAR) between ED and AMU.

Initial Assessment

Staff feedback highlighted the SBAR document is very important for patient safety and 88% of respondents agreed that it adds to patient safety.

Furthermore, the survey results highlighted that staff felt that the previously used SBAR document could be improved. Some of the issues highlighted were that:

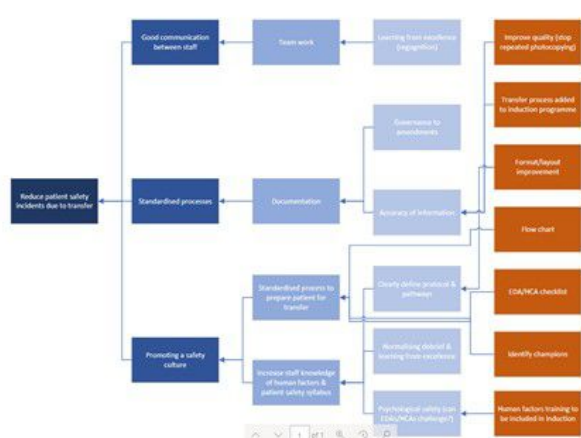
- The document was "too busy" and captured irrelevant information
- That there was no consensus on the optimum time in the patient journey to complete it.
- Had a confused layout as a result of piecemeal amendments to implement multiple incident review action plan recommendations.
- Has multiple tick boxes that were often unused,
- No consistency used of completion or handover process
- Resulting in an increase in clinical incidents submitted due to poor handovers.



References

1 Safe handover: safe patients Guidance on Clinical Handover for Clinicians and Managers.
 2 NHS England. Safer Care SBAR Situation • Background • Assessment • Recommendation Implementation and Training Guide. Published 2010. Accessed July 6, 2022. <https://www.england.nhs.uk/improvement-hub/wp-content/uploads/sites/44/2017/11/SBAR-Implementation-and-Training-Guide.pdf>

Driver Diagram



Example PDSA

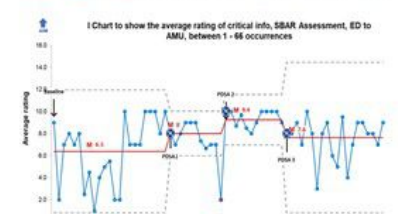
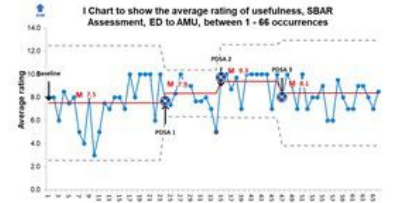


The SBAR form includes sections for:

- SBAR Content: Situation, Background, Assessment, Recommendation.
- Staff Signatures: SBAR User, SBAR Receiver, SBAR Checker.
- Additional fields for patient name, age, sex, and date of birth.

Results

Data highlighted that the coloured SBAR was the most useful, user friendly and easiest to read. Feedback was collected in real-time, trialled in a live setting and was predominantly positive based on being visually attractive, user friendly, logical and intuitive to work through



Lessons Learned

- Agree the final SBAR document
- Complete the transfer Standard Operating Procedure Document
- Continue regular data collection, feeding back to stakeholders
- Include SBAR in induction and training for existing staff

Next Steps

- Reducing irrelevant information on the SBAR document, increased staff engagement and compliance when filling in document.
- Human factors are an important consideration when improving communication processes and gathering feedback.