



Improving management of jobs handed to on call doctors during weekday medical wardcover

Dr Ochuko Bakpa

1. Background & Problem

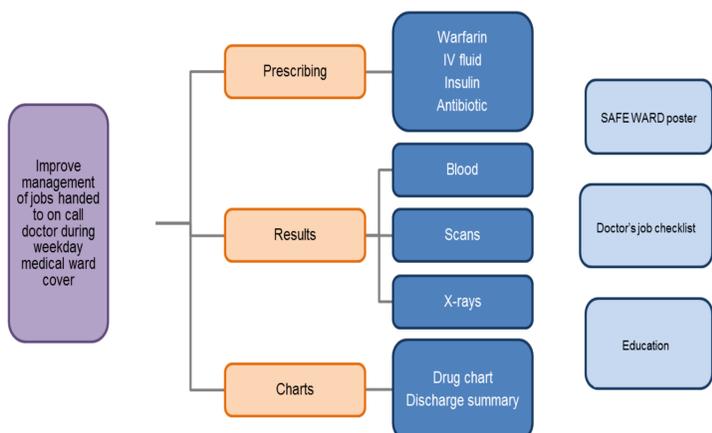
Handover is a high risk point for errors in clinical care which may lead to near misses and adverse events. In an acute hospital, on call services can be a risk for patients as an over stretched on call service can result in errors. The on call team is in place to handle emergencies, but it is estimated that 35% of task undertaken at night should have been completed during the day.

2. Aim

Improve management of routine jobs handed to on call doctor during weekday medical ward cover by 50% by November 2017.

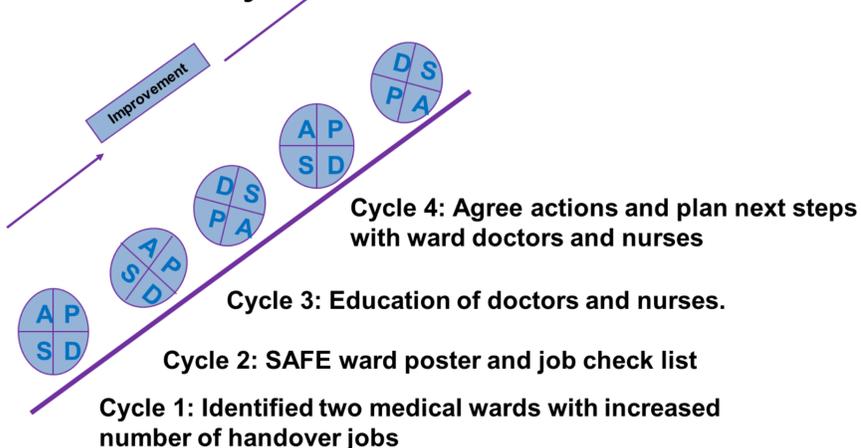
3. Driver Diagram

Driver Diagram



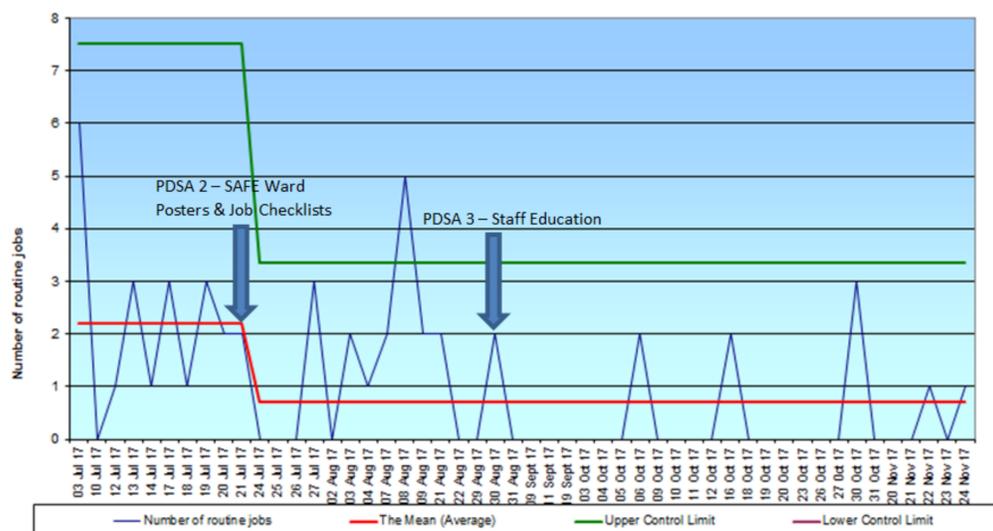
4. PDSA

PDSA Cycles

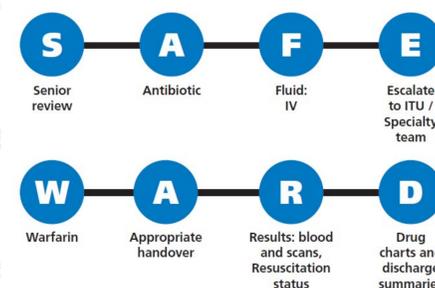
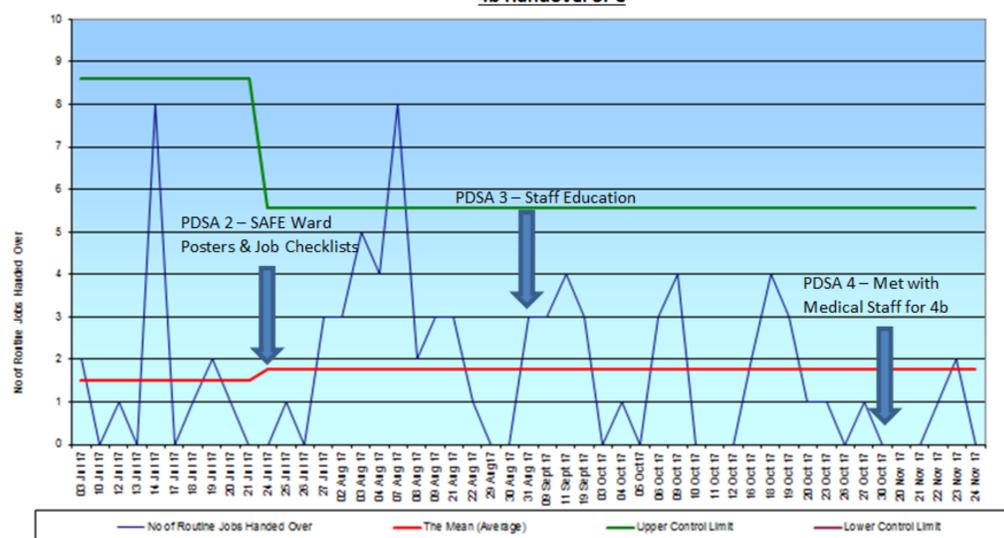


5. Measurement & Key Results

4a Handover SPC



4b Handover SPC



6. Implications : Simple changes such as a standardised checklist for organising day jobs alongside education can lead to changes in systems regarding handover.

7. Next steps

- Introduce electronic job check list
- Audit handover jobs on ward 4 b