To Improve Compliance With the Completion of the Safety Handover Checklist

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1. Background

A driving factor for this QI project was an increased incidence of Serious Untoward Incidents on the 5th Floor in March / April 2018. These incidents highlighted gaps in communication, transfer of critical information and affected patient safety.
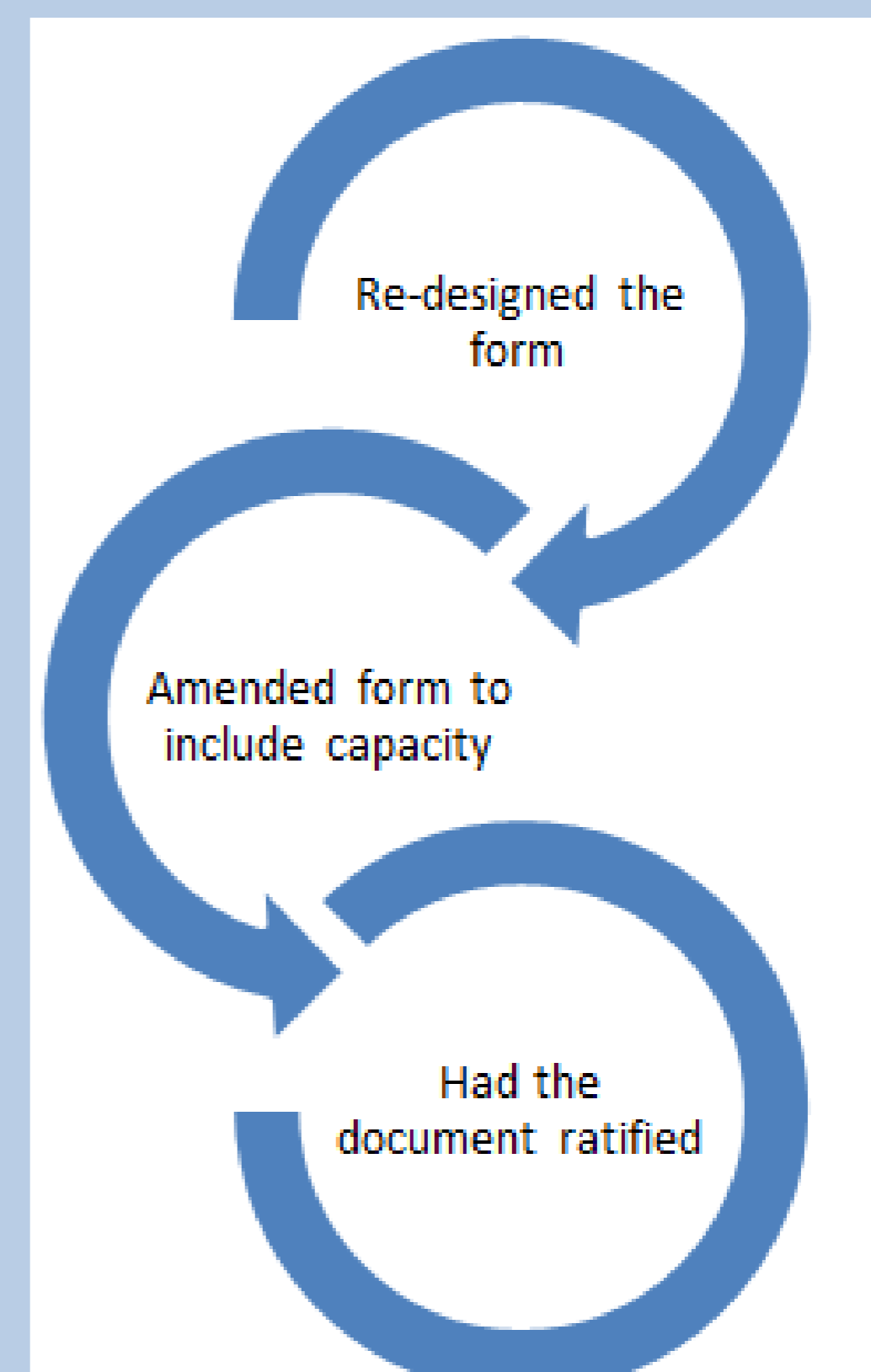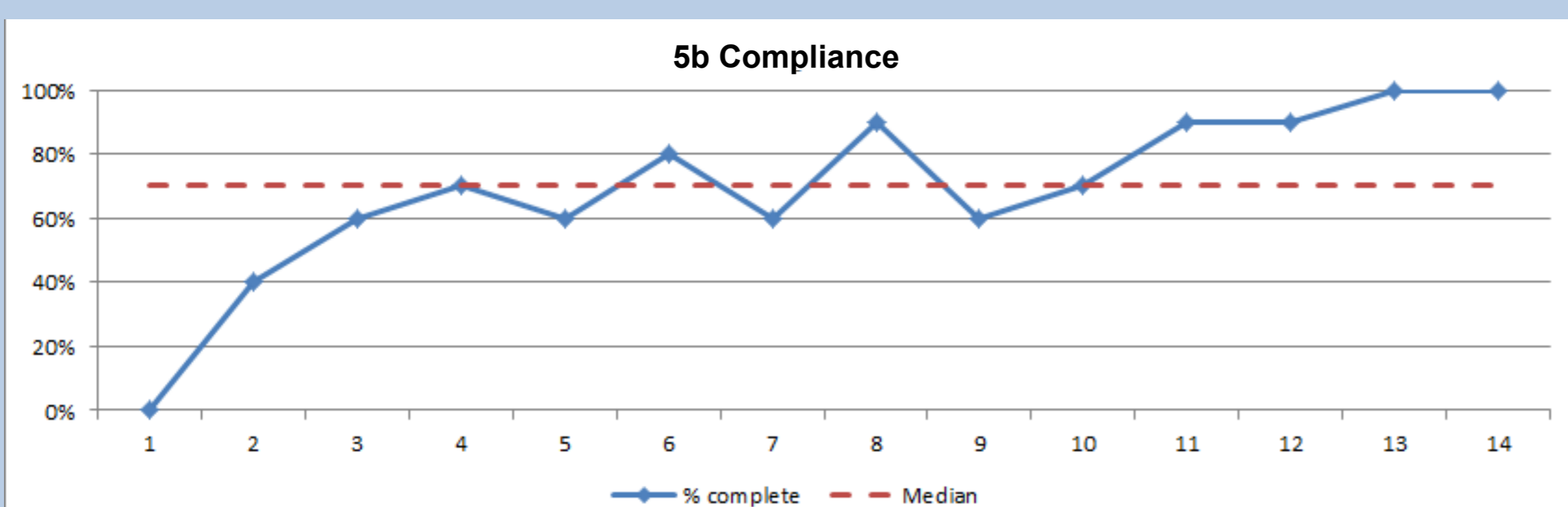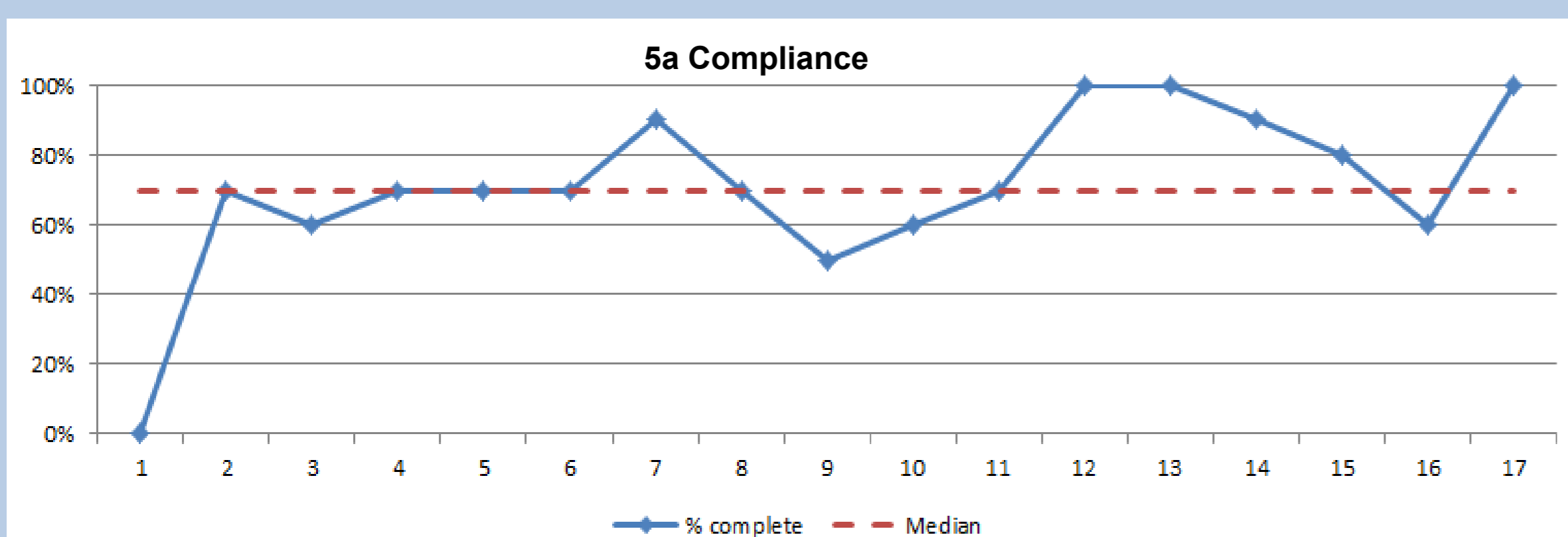
We found that the First Hour Priorities form which is used within the first hour of admission was poorly utilised across the fifth floor and highlighted the fact that risk factors were not being communicated effectively.

2. Aim

The aim is to maximise patient safety and experience through an improved handover at the point of transfer from other areas within the Trust. It also aims to ensure timely assessment, recognition and communication of identified risk factors / issues between teams and clinical areas.

3. Methods

We focussed on improving the format of the form by re-designing and re-naming it, rather than introducing a new document. A baseline audit of the original document revealed 0% compliance. We then undertook 3 PDSA cycles and audits demonstrated an increase of compliance to 90 - 100%.

5a Compliance

5b Compliance

Re-designed the form

Amended form to include capacity

Had the document ratified

4. Next Steps

We are hoping that due to the success of the project, our stakeholders will agree to roll it out to the rest of the Surgical Unit and possibly the Trust.