

Safe handover = Safe patients

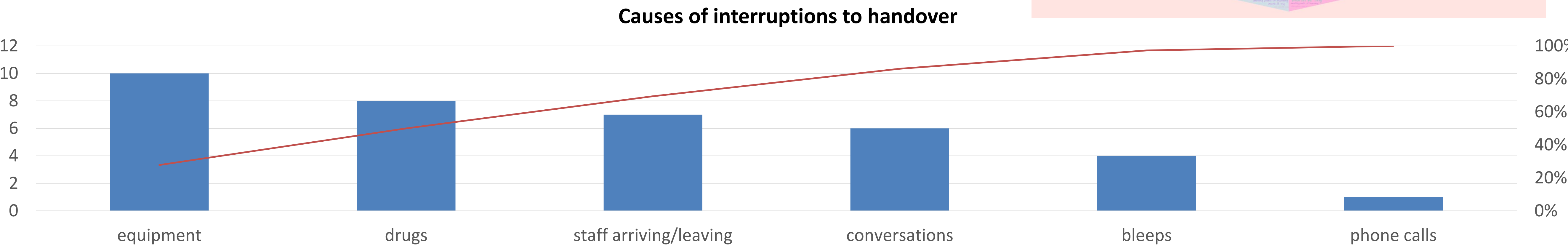
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1. Aim:
To reduce the number of interruptions at the O&G handover by 50% by May 2020

2. Background:
“Handover of care is one of the most perilous procedures in medicine, and when carried out improperly can be a major contributory factor to subsequent error and harm to patients.”
It has been recommended by the National Patient Safety Agency that formal handover should become part of good professional practice. Good quality handover is essential to protect the safety of patients. Failure in this process, or poor quality handover, is a significant risk to patients.
Handover should be at the change of shifts; be at a fixed time; be of sufficient length; be free from distraction/designated ‘bleep-free’ time; be large enough to comfortably allow everyone to attend; close to the most used areas of work.

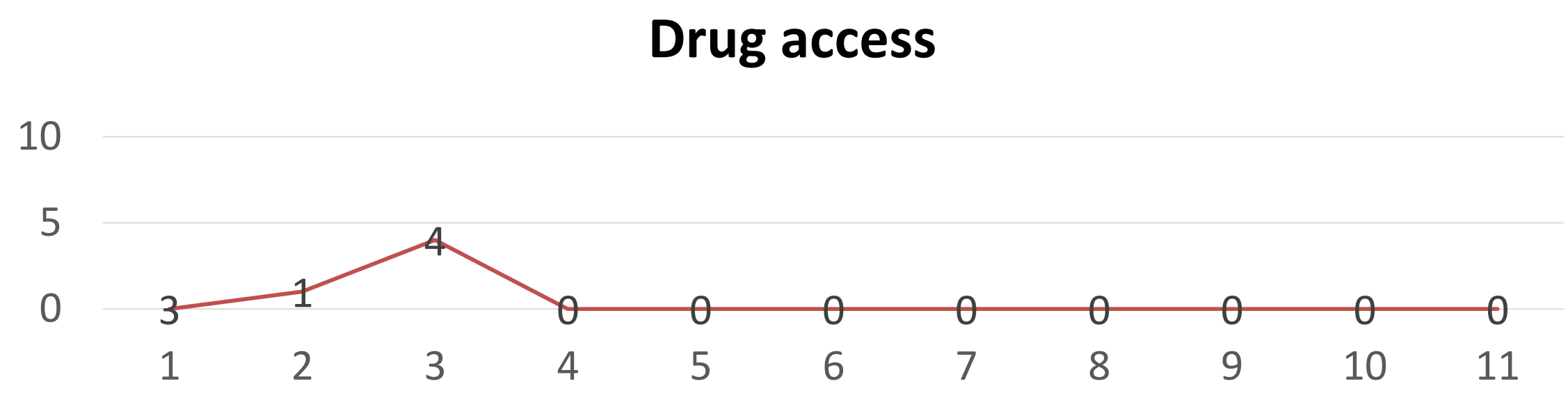
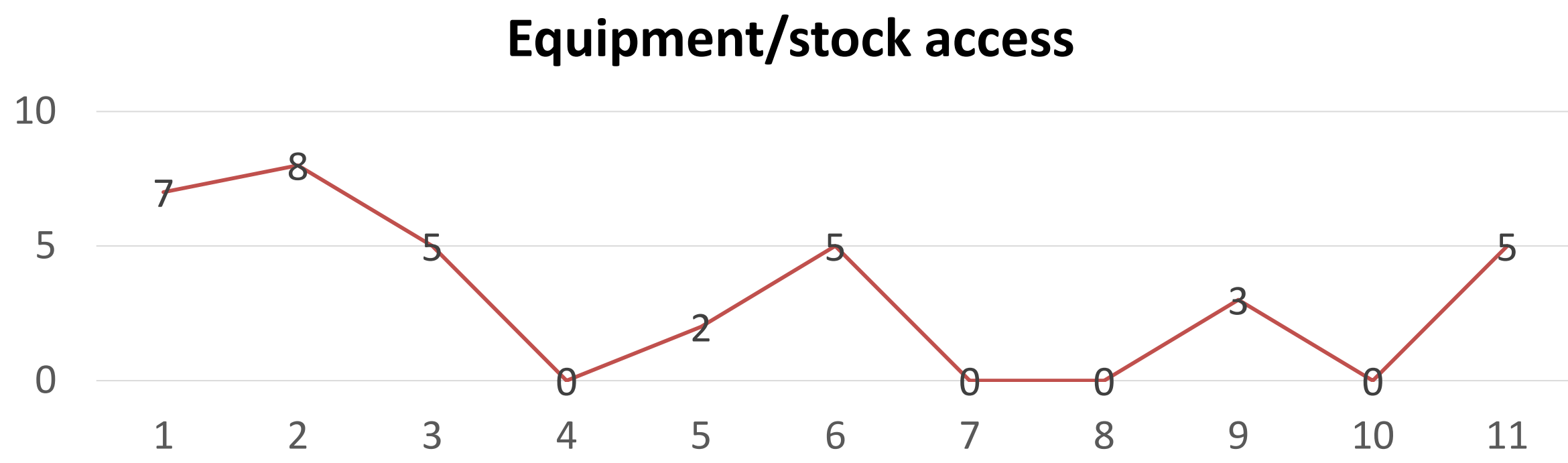
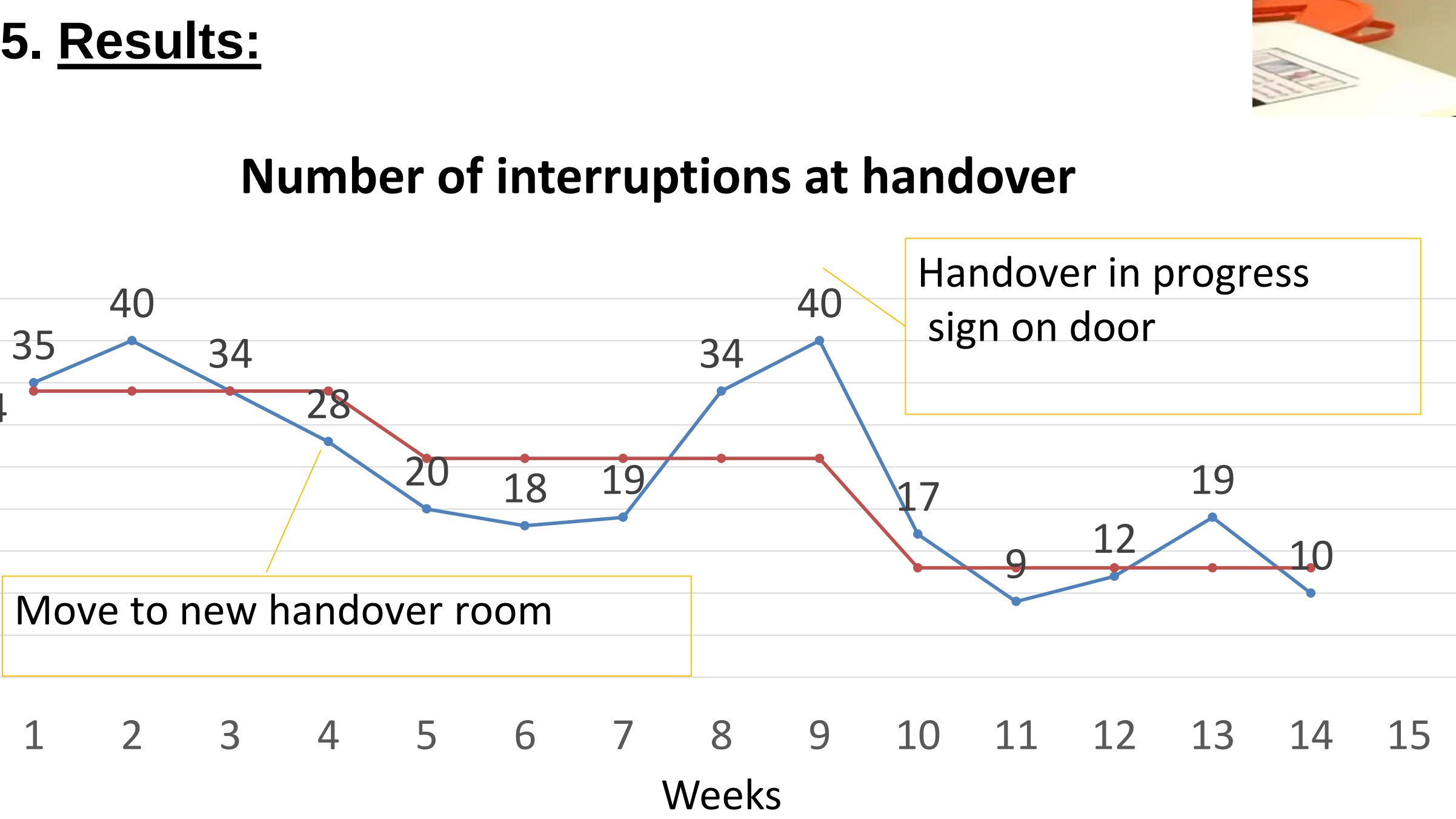
- 3. Engagement:**
- Observation of daily O&G handover – baseline data collected over 4wks
 - Staff survey
 - Conversations with O&G multidisciplinary team members



PDSA 1: Handover room was moved from small enclosed drugs room to bigger tea-room on labour ward.

PDSA 2: A “Handover in progress” sign was placed on door of tea-room during handover.

PDSA 3: Signs at phone stations on antenatal, postnatal and gynae wards to highlight handover is bleep-free time and doctors to be called only in an emergency – **not carried out due to start of pandemic**



- 6. Conclusions:**
- Overall aim of reducing interruptions by 50% was achieved and prior to the proposed timeframe of May 2020.
 - Majority of staff very happy with new room but subsequent staff survey revealed balancing measures – staff grievances with tea-room being used and perceived inability to avail of tea-room for breaks, more interruptions due to equipment requests.
 - Further PDSA cycles aimed at further reducing interruptions due to bleeps, phone calls and equipment access.

- 7. Reflections:**
- Change is challenging!
 - Breaking habits is difficult.
 - Need for continuous communication with team - ensuring team members feel they are being listened to and are part of the solution.
 - Balance of handover function vs ‘unseen’ team dynamics.

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