Implementation of an Electronic Handoff Report: 
A Quality Improvement Project
Presented by Angelica Ahonen, DNP, RN, CMSRN, NE-BC
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Summary: Critical information, such as a patient's vital signs, neurological status, and level of care, is exchanged between registered nurses during a patient handoff report. It is imperative that the communication between registered nurses is accurate, specific, relevant, and timely. When the care of a patient is transferred from one healthcare provider to another, the patient may experience potential risk because of communication failure.

Nursing Implications:
• The purpose of this doctoral project was to evaluate patient and nursing satisfaction with patient handoffs between the Emergency Department and the Medical Telemetry unit.
• The aim was to have a concise communication tool.
• The use of this electronic handoff tool promotes relevant and timely communication.
• The project product is an electronic handoff tool that is consistent, safe, and efficient.

Key Takeaways:
• Statistically significant changes in nursing satisfaction survey scores were observed for both the efficiency of handoffs and overall satisfaction, p < .001. Approximately 3/4 of the participants rated the Electronic Handoff Trial positively (Excellent, Very Good, or Good) while 1/4 of the participants rated it negatively (Fair to Poor).
• Patient satisfaction HCAHPS survey results observed at post-test demonstrate statistically significant improvements in ratings of both nurses overall and likelihood to recommend, p < .05.
• A 10% increase in patient satisfaction was achieved after the implementation of the report.
• As a result of positive feedback from the use of the Emergency Department to floor handoff report, the handoff process was expanded to all units within the hospital.

Link: https://library.amsn.org/amsn/sessions/4003/view

References:


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