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التوثيق الإلكتروني والميكروفيلم

بسم الله الرحمن الرحيم

HANAA ALY

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HANAA ALY

Influence of Nurses Handover Styles on Selected Patient Safety Indicators

Thesis

Submitted in Partial Fulfillment of Master Degree in Nursing Sciences (Nursing Administration)

By

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Warda Elbastawisy

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ISBAR	"Identification" " "situation, "background "assessment" recommendation
ICCCO	(Identification of the patient and Clinical risks, clinical history/presentation, Clinical status and Outcomes/goals of care)
AEs	Adverse Events
DIKW	Data, Information, Knowledge, and Wisdom
EMR	Electronic Medical Record
ED	emergency department
EFQM	European Foundation for Quality Management
HAIR	Hospital Acquired-Infection Registration
IH	Information handover
ISO	International Organization for Standardization
NHF	Nursing Handoff Form
PS	Patient Safety
PSI	Patient Safety Indicators
PCH	Patient-Centered
SOPs	Standard Operating Protocols
IT	Technology
USP	United States Pharmacopeia
VAP	Ventilator-associated pneumonia

Influence of Nurses Handover Styles on Selected Patient Safety Indicators

ABSTRACT

Background: Nursing handover is essential for continuity management of inpatient care. Many handover styles are used and need to be compared. **Aim of study**: to examine the influence of three different nurses' handover styles on selected patient safety indicators. **Design:** A comparative record-based prospective design was used to carry out this study. **Subjects and Methods**: The subjects of this study was conducted at critical care units of Mahalla General Hospital on 18 head nurses and 130 staff nurses, in addition to hospital records. **Tools**: Data were collected using an interview questionnaire for head nurses' opinions; observation and audit checklists for staff nurses' practice of handover and related perception; and a data abstraction form for patient safety indicators. **Rresults:** Only 44% of staff nurses in the oral group had adequate application of ISBAR, compared to 92.5% in the written group and 100.0% in the bedside group ($p<0.001$). In total, 60% of the staff nurses in the oral group had adequate application of the handover process, compared to 87.5% of those in the written group, and 95.0% in the bedside group ($p<0.001$). As for patient safety indicators, the incidence of medication errors was highest in the oral group, and lowest in the bedside group. The incidence of acquired infections was lowest in bedside and highest in oral group ($p<0.001$). The mortality rate / 100 patient*day was lowest in bedside group and highest in oral group ($p<0.001$). **Conclusion and recommendations**: The incidence of medication errors and of acquired infections are highest in oral handover and lowest in bedside group. The study recommends the bedside handover style to be applied whenever possible. Staff nurses should have regular training in the process of handover. Head nurses should also have training in the administration and evaluation of nursing handover.

Keywords: Nursing handover, Handover styles, Patient Safety.