Listening to the Voice of the Patient in Developing a Patient-Centered Handoff

Mary Ann Friesen PhD, RN, CPHQ[1]; Anna Herbst MSN, RN[1]: Karen Gabel Speroni PhD, RN[1]; Jeannine Turner PhD[2]; James Robinson PhD[3]

[1]- Inova Health System; [2] Georgetown University; [3] University of Dayton

Background/Innovation

Background: Handoffs are among the most challenging and complex communication processes in healthcare. Inova has developed a patient-centered change of shift handoff process entitled – ISHAPED:

I	**Introduce**
S	**Story**
H	**History**
A	**Assessment**
P	**Plan**
E	**Error Prevention**
D	**Dialogue**

The new change of shift report process includes a change from a telephone report to a face to face bedside report and incorporates a ISHAPED handoff template that is customizable by inpatient unit type. It supports the communication of critical information and provides an opportunity for patients and their families to participate in the change of shift handoff process at the bedside. This innovation was recognized as an "always event."

The **"always events"** concept presents a patient-friendly positive paradigm. "*Those aspects of the patient and family experience that should always occur when patients interact with healthcare professionals and the delivery system.* " *(*Picker Institute, Always Events® for the Optimal Patient Experience A National Strategy for Advancing Patient and Family Centered Care. Picker Institute. http://alwaysevents.pickerinstitute.org/?)

To help develop a patient centered "Always Event", a patient survey and interview guide were developed in collaboration with the Inova Parent Advisory Council and Patient/Family Advisory Council. The ISHAPED logo was designed based on recommendations from the Councils to signify a patient-centered process. A research study was designed to explore patient perceptions of the bedside handoff.

Study

Study Purpose: A study was undertaken to assess patient perceptions of the new handoff process.

Study Methods: This study received Institutional Review Board approval and included survey research and patient interviews. An 11 item survey was administered to a convenience sample comprised of adult patients and parents of pediatric patients. Survey questions addressed patient perceptions of the bedside handoff including if they liked it, if they learned more about their condition and plan of care, and their level of involvement in the handoff, and were measured by 1 (strongly disagree) – 5 (strongly agree).

Results (Survey Research): Overall agreement by 107 patients (adults=93; parents=14) regarding the ISHAPED process ranged from 3.6 to 4.6, with nine of the eleven survey questions 4 or above. Open ended question responses by patients /parents included:

"I really enjoyed meeting the new nurse and felt comfortable".
"I find the bedside shift to shift report process to be very helpful because it does allow me to hear the current status of my health; and be present while the information is shared with the incoming nurse".

Results (Patient Interviews): The qualitative results obtained from 22 interviews (adults=16; parents=6) provided insight into perceptions of the change of shift bedside report and identified handoff processes viewed positively, as well as challenges with the handoff process. Themes emerged from the content analysis.
- Introducing the new nurse at the change of shift
- Knowing through collaboration and communication – assuring information is shared
- Engaging the patient to participate and provide their perspective
- Educating the health care providers- lessons from patients and parents for nurses
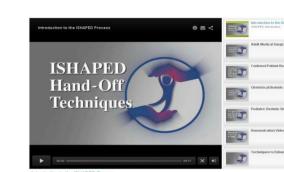- Managing privacy- need to know and respect privacy

"It makes you feel more secure. Because than you know better what is going on "
"You want it to be in front of you. You want the experience to be there so you can actually put in your input"

The results indicated that patients valued the introduction of new nurses at the beginning of the shift and interactive communication which supported continuity of care
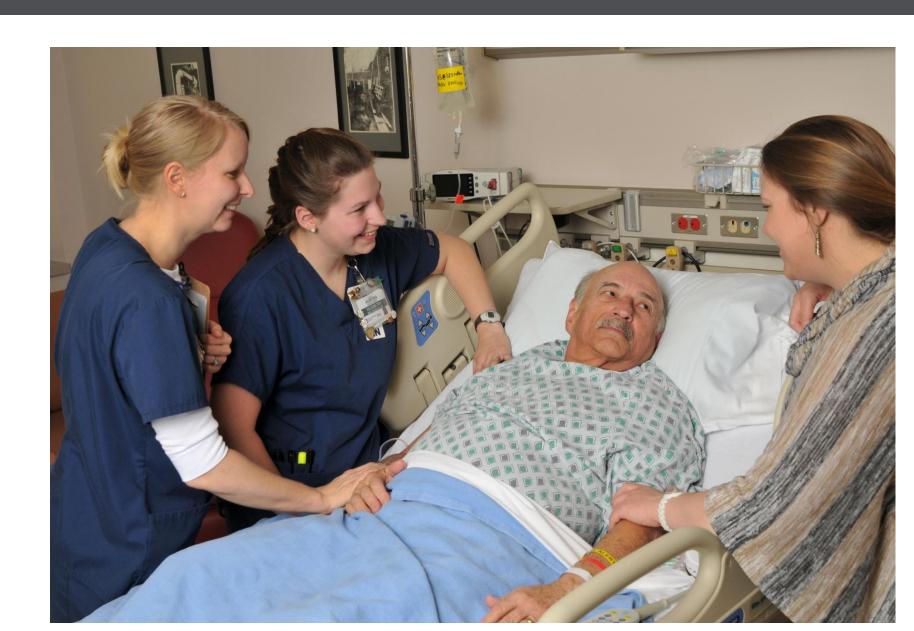
Conclusions: The study afforded the opportunity to learn about the patient /parent view of the handoff. Advantages of a bedside handoff and opportunities to improve the bedside report related to interactive communication process were identified.

Implications for Practice

- Processes must be designed to support patient engagement. Collaboration with Patient/Family and Parent Advisory Councils was paradigm shifting in enhancing understanding of the patient/family perspective and implementing the Always Event Innovation.
- The study findings were reviewed by the Parent Advisory Council and Patient/Family Advisory Council who provided guidance to the project team members for the development of nursing educational modules/videos on conducting patient-centered handoffs. Videos were made for various nursing clinical specialties. The videos have been viewed by over 3,000 Inova nurses and are available on line. http://alwaysevents.pickerinstitute.org/?p=1251
- The Parent Advisory Council and Patient/Family Advisory Council reviewed the initial education modules and made recommendations including:
  - Nurse positioning relative to patient position to promote patient engagement
  - Use of the White Board as a communication tool
  - Provision of nurse education on effective patient engagement for a successful bedside change of shift report
- The ISHAPED bedside change of shift model that can be utilized to support a patient-centered communication process.

Acknowledgements