

## Relieving Handoff Hardships

Jordan Herr BSN, RN

*Lehigh Valley Health Network*, [Jordan.Herr@lvhn.org](mailto:Jordan.Herr@lvhn.org)

Caitlin N. Reitmeyer BSN, RN

*Lehigh Valley Health Network*, [Caitlin.Reitmeyer@lvhn.org](mailto:Caitlin.Reitmeyer@lvhn.org)

Tracy L. Schaeffer ADN, RN

*Lehigh Valley Health Network*, [Tracy.Schaeffer@lvhn.org](mailto:Tracy.Schaeffer@lvhn.org)

Follow this and additional works at: <https://scholarlyworks.lvhn.org/patient-care-services-nursing>

**Let us know how access to this document benefits you**

---

### Published In/Presented At

Herr, J. Reitmeyer, C. Schaeffer, T. (2019, August 9). *Relieving Handoff Hardships*. Poster Presented at: The LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact [LibraryServices@lvhn.org](mailto:LibraryServices@lvhn.org).

# Relieving Handoff Hardships

Jordan Herr, BSN, RN; Caitlin Reitmeyer, BSN, RN; Tracy Schaeffer, ADN, RN

Lehigh Valley Health Network, Allentown, Pennsylvania

## Background

- During the 300 million handoffs that occur annually, ineffective handoff communications occur at a rate of 19.8-31%.
- The National Patient Safety Goals from the Joint Commission discuss the importance of shift report as a communication tool stating that 80% of sentinel events are due to lack of communication.
- 41% increase in nurse perceived satisfaction with a shift handoff report process after an education intervention was provided on the use of a standardized tool for conducting shift handoff report.
- **Purpose:** Decrease anxiety of newly hired nurses during bedside shift report by providing a tool to use to navigate the professional exchange report (PER) in Epic, thus improving nurse confidence.

## PICO

- In nurses within a year of practice or less, does a standardized report guide to navigate the PER compared to current practice increase comfort levels in use of the PER during bedside shift report?
  - P: Nurses within a year of practice or less
  - I: Standardized report guide to navigate the PER
  - C: Current practice
  - O: Increase comfort levels in use of the PER during bedside shift report

## Evidence

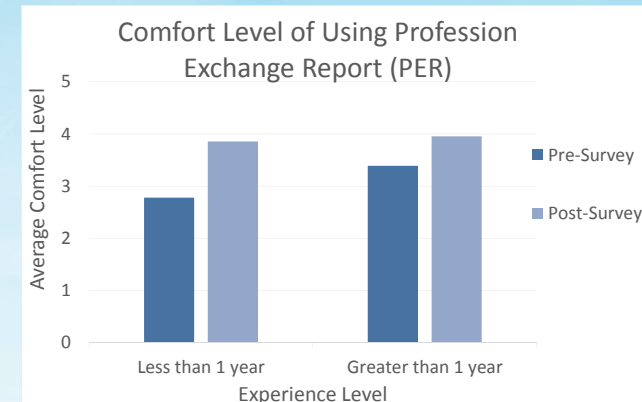
- Studies show that simulation-based and peer-based training increased clinical confidence and competence for new nurses during bedside shift report.
- Research has shown that implementation of a standardized bedside handoff resulted in improved perception of communication among nurses and decreased length of handoff time.
- A structured end of shift report has the potential to reduce content omissions and lengthy or disorganized reports. (Welsh, Flanagan, & Ebright, 2010)
- Using the standardized report tool improved the thoroughness and completeness of shift reports, reduced the time spent by nurses searching for missed information and starting their shift which decreased the use of overtime. (Chung, Davis, Moughrabi, & Gawlinski, 2011)

## Implementation

- Conduct a pre-comfort survey for nurses within one year of practice
- Provide the PER report guide through handouts, email, and verbal education
- Reassess comfort levels of PER use with post-survey two weeks after initial survey

## Outcome

- Comfort levels for nurses with less than one year of practice increased by 0.61.
- Comfort levels for all nurses also increased 0.1.
- After examining the results, the use of a standardized report guide to help navigate through the PER improved the comfort levels of all nurses, especially in nurses with less than one year of experience, resulting in effective handoffs.



## REFERENCES

- Anderson, A. (2018). Getting and giving report. *AJN, American Journal of Nursing*, 118(6), 55-60. doi: 10.1097/01.naj.000534853.43008.d6
- Athwal, P., Fields, W., & Wagnell, E. (2009). Standardization of Change-of-Shift Report. *Journal of Nursing Care Quality*, 24(2), 143-147. doi:10.1097/01.nqj.0000347451.28794.38
- Benson, E., Rippin-Sisler, C., Jabusch, K., & Keast, S. (2007). Improving Nursing Shift-to-Shift Report. *Journal of Nursing Care Quality*, 22(1), 80-84. doi:10.1097/00001786-200701000-00015
- Chung, K., Davis, I., Moughrabi, S., & Gawlinski, (2011). "Use of an evidence-based shift report tool to improve nurses' communication." *MedSurg Nursing*, 20(5), 255.
- Kim, J. H., Hur, M., & Kim, H. (2018). The efficacy of simulation-based and peer-learning handover training for new graduate nurses. *Nurse Education Today*, 69, 14-19. doi:10.1016/j.nedt.2018.06.023
- Orouke, J., Abraham, J., Riesenber, L.A., Mastson, J., & Lopez, K.D. (2018) A Delphi study to identify the core components of nurse to nurse handoff. *Journal of Advanced Nursing*, 74(7), 1659-1670. doi:10.1111/jan.13565
- Rossell, M. S. (2018). When is Perception Everything? Examining Nurse Perception of Shift-to-Shift Hand-off Report.
- Welsh, C. A., Flanagan, M. E., & Ebright, P. (2010). "Barriers and facilitators to nursing handoffs: Recommendations for redesign." *Nursing Outlook*, 58(3), 148-154.

© 2019 Lehigh Valley Health Network