



METAS of SDA Hospital, Ranchi, Jharkhand

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IMPROVING THE EFFECTIVENESS OF HANDOVER BY USING ISBAR TOOL

PROBLEM STATEMENT

ISBAR tool will improve handover by providing a template which creates a clear picture of a patient by communication and offering the expected pattern of transfer of information so that errors or omitted information becomes clear. Studies on ISBAR can have impact on improving the quality of handover. The tool is easy to remember and has been shown to reduce rates of handover errors.

AIM

- Develop communication skills
- Utilise these skills while sharing information during patient handover
- Implement and evaluate an approach to clinical communication around clinical handover

PROCESS FLOW –PAST STATE

Materials

- * ISBAR tool not available
- * No guideline for handover supervision
- * Elements of handover not completed
- * ISBAR was not well implemented
- * No long term monitoring method from supervisor
- * Low adherence

Process

- * Monitoring of handover was not implemented optimally
- * Patient identification was not implemented
- * Documentation of ISBAR was not implemented
- * High workload
- * Busy working environment

ISBAR TOOL

People

Environment

PROCESS FLOW –PRESENT STATE

Materials

ISBAR CHECKLIST IS FOLLOWED

- IMPLEMENTED ISBAR TOOL
- MONITORING OF ISBAR TOOL BY USING CHECKLIST

Process

- PROCESS WAS MONITORED DAILY BY SUPERVISOR
- PATIENT IDENTIFICATION WAS FOLLOWED
- DOCUMENTATION OF ISBAR WAS IMPLEMENTED

WORK WAS PLANNED TO DECREASE OVERLOAD

ISBAR TOOL

People

Environment

PDSA CYCLE

PLAN

ISBAR tool is to be used to educate the staff and implement effective communication and prevent handover errors

ACT

- Monthly audit
- Training
- Feedback back from staff on ISBAR tool

DO

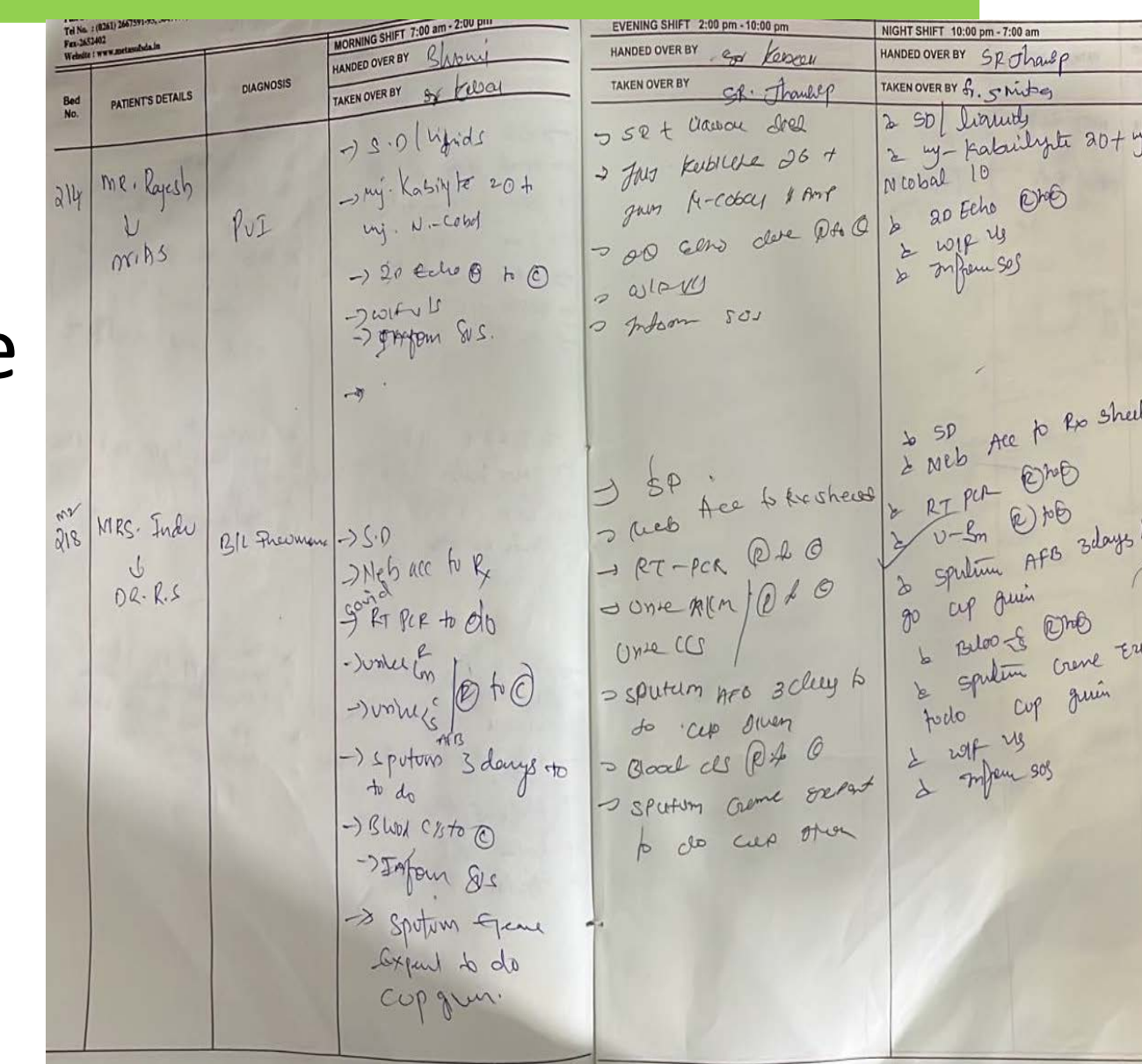
- ISBAR TOOL checklist is used for effective communication and handovers

STUDY

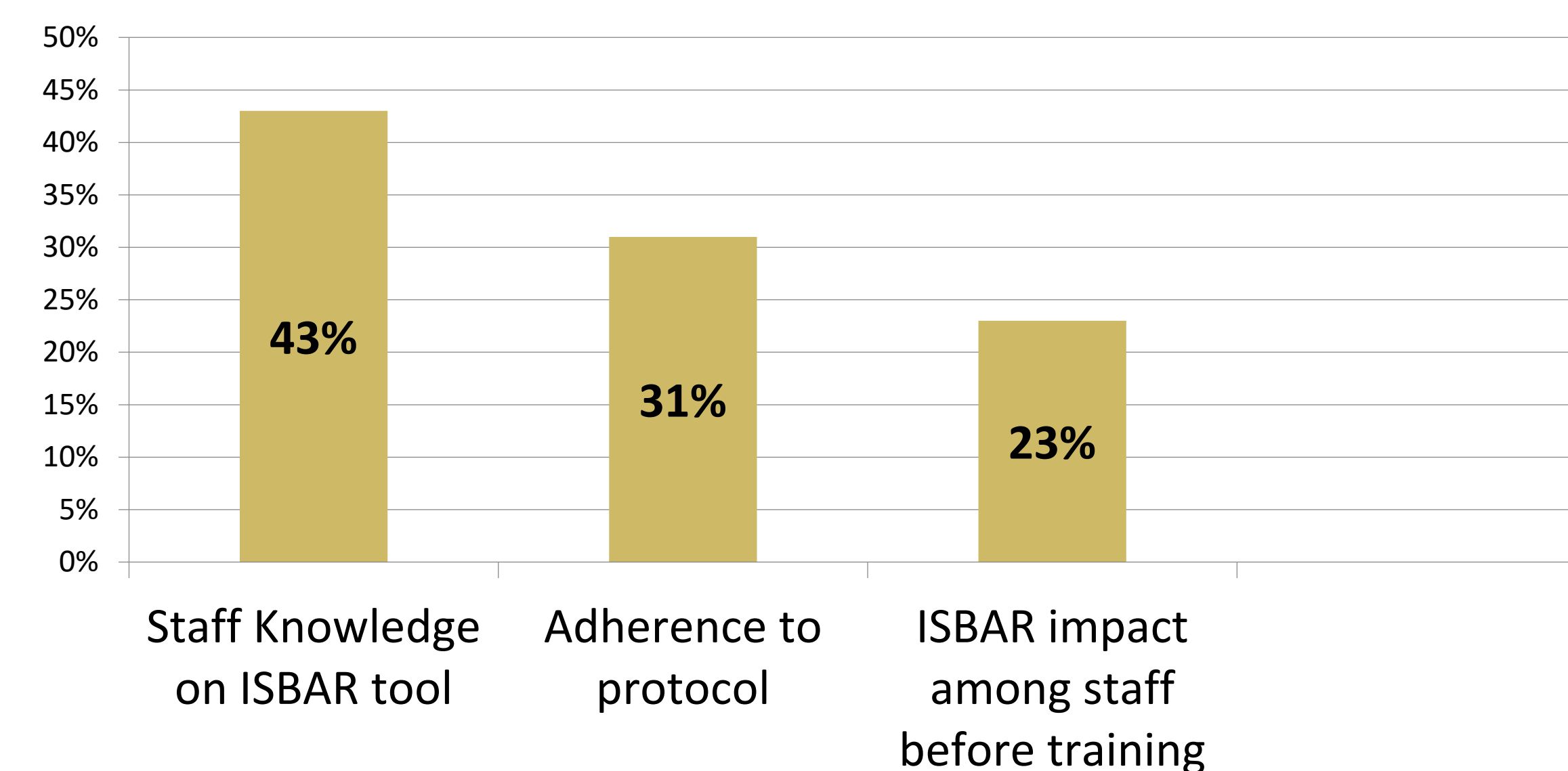
The data is collected using ISBAR TOOL checklist to be evaluated & monitored on daily basis. Analyze the knowledge of nurses on ISBAR tool

HIGHLIGHTS/ACTIVITIES

METAS of Seventh Day Adventist Hospital, Ranchi has implemented ISBAR TOOL for handover to improve effective communication among the nurses. Training was initiated Increased the knowledge among nurses on effective handover by following ISBAR tool.



GRAPHICAL PRESENTATION ON ISBAR TOOL BEFORE IMPLEMENTATION



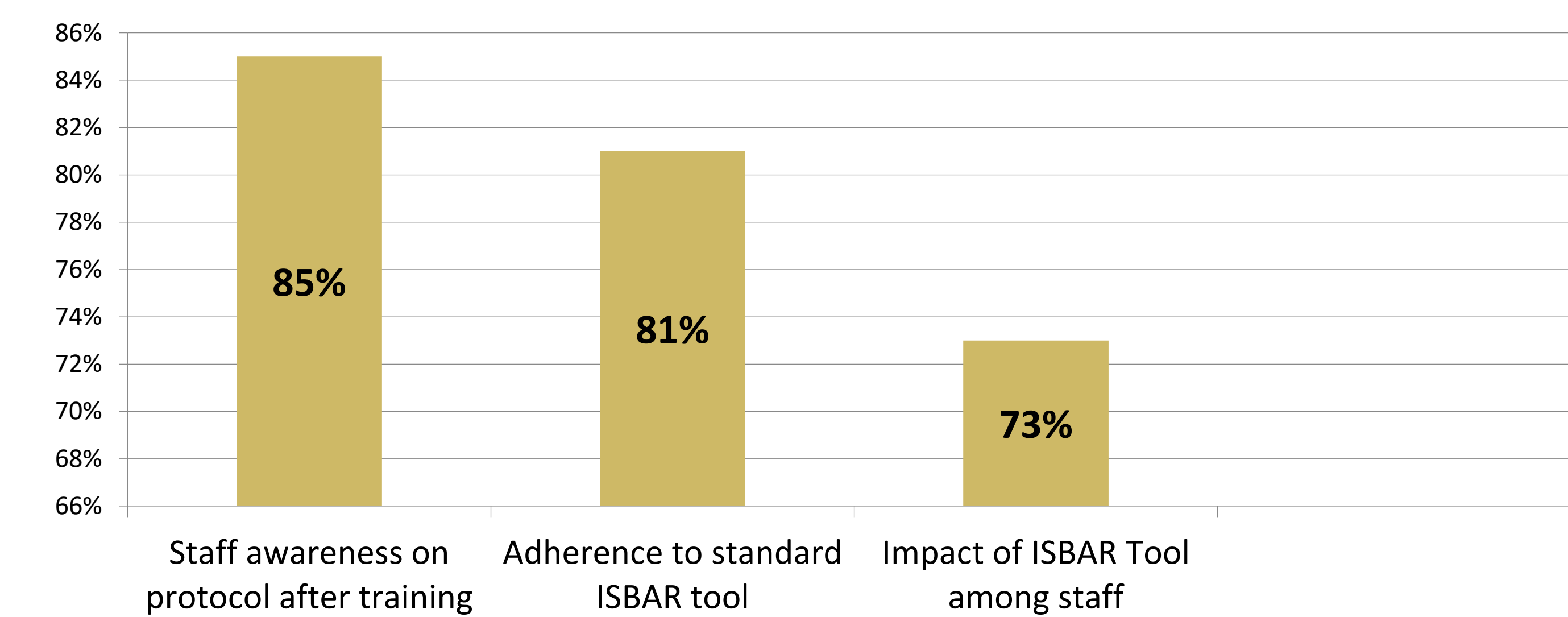
STATISTICAL SUMMARY OF ISBAR TOOL BEFORE IMPLEMENTATION

Staff knowledge on ISBAR tool	Adherence to protocol	ISBAR impact among staff before Training
43%	31%	23%

STATISTICAL SUMMARY OF ISBAR TOOL AFTER IMPLEMENTATION

Staff knowledge on ISBAR tool	Adherence to protocol	ISBAR impact among staff after Training
85%	81%	73%

GRAPHICAL PRESENTATION ON ISBAR TOOL AFTER IMPLEMENTATION



METAS ADVENTIST HOSPITAL, RANCHI

ISBAR TOOL CHECKLIST

TOPIC: TO IMPROVE HAND OVER BY FOLLOWING ISBAR TOOL

NO	ELEMENTS	SCORE	DATE	
1	IDENTIFICATION OF PATIENT AND STAFF MENTIONED IN HANDOVER REGISTER	10		
2	SITUATION OF PATIENT IS DOCUMENTED IN HANDOVER	10		
3	BACKGROUND HISTORY OF ILLNESS IS DOCUMENTED IN HAND OVER REGISTER	10		
4	PATIENTS BACKGROUND AND SITUATION IS ASSESSED AND DOCUMENTED IN REGISTER	10		
5	RECOMMENDATIONS AND SUGGESTIONS ARE RECORDED IN HANDOVER REGISTER	10		
6	DIAGNOSIS IS MENTIONED IN HAND OVER REGISTER	10		
7	HANDOVER DATE WRITTEN IN HAND OVER REGISTER	10		
8	MISSED HANDOVER IF ANY	10		
9	TRANSFER WITH AGREEMENT OF BOTH LAMA AND RMA	10		
10	ARE IDENTIFIED IN HANDOVER REGISTER	10		
11	BEDSIDE HANDOVER PROTOCOL IS FOLLOWED	10		
	TOTAL SCORE:	100		

FUTURE PLAN

- Continous monitoring and evaluation of ISBAR tool.
- 100% Awareness among staff on ISBAR tool for handover with no handover errors.