Clinical Handover: Migrating to Electronic based Documentation

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Background

Patient's condition changes rapidly in an acute setting. Communication on these changes are important to ensure continuity of care among the healthcare workers. As such, clear and concise handover is essential to ensure patients get the best care needed for their health. Nurses handover patient's progress and care interventions with a written report on hardcopy notes.

Pre implementation time motion study data showed that an average of 20% of the nurses' time are spent on documentation as they need to pen down any progress and interventions that have happened throughout the shift. Hence there is a need to review the process and streamline to reduce the time spend on documentation

Aims

The aim of the project was to incorporate nursing progress and handover notes and physicians' clinical handover into an e-document to improve work processes and minimise duplicate documentation

Methodology

A team of nurses from Nursing Research, Nursing Informatics and Nursing Safety & Quality, got together to formulate an electronic document for Nursing Clinical Handover. The online document would incorporate all information entered by the nurses throughout the shift.

This would include vital signs, doctors' orders and interventions done. It reduces the duplication of work as it pulls the information that had been entered during their shift hence the nurse will not need to transcribe into their handover notes. The handover note is also a one-point portal for nurses to access care information while completing their nursing report for consolidation. It has been designed to assist nurses to retrieve information with reduced toggling, between different parts of the Electronic Medical Records.

An easy overview of all the information is pulled into Clinical Summary (Figure 1 & 2) view so that the continuity of care is maintained. Nurses would only need to document by exceptions.

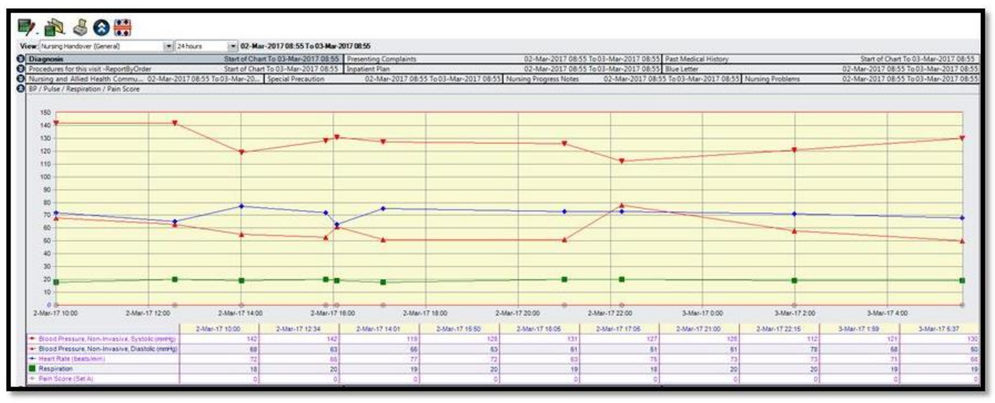


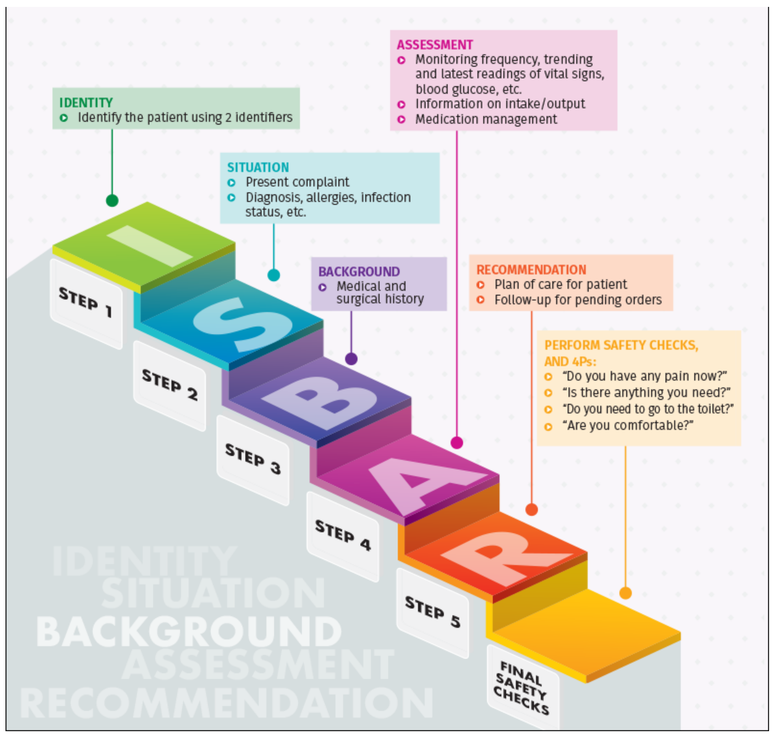
Figure 1: Vital signs readings pulled from Flowsheet to Clinical Summary

Methodology (Continue)

Hands-on training was scheduled for around 3000 nurses in the inpatient wards to get them familiarised with the system before it was implemented. Training was conducted at 36hours/week over 15 weeks. By mid- May 2017, all inpatient wards in Singapore General Hospital has migrated from hardcopy documentation to electronic.

Figure 2: Training conducted for nurses

Nurses adopted 'iSBAR' as a structured communication tool to convey patient information in a concise process.



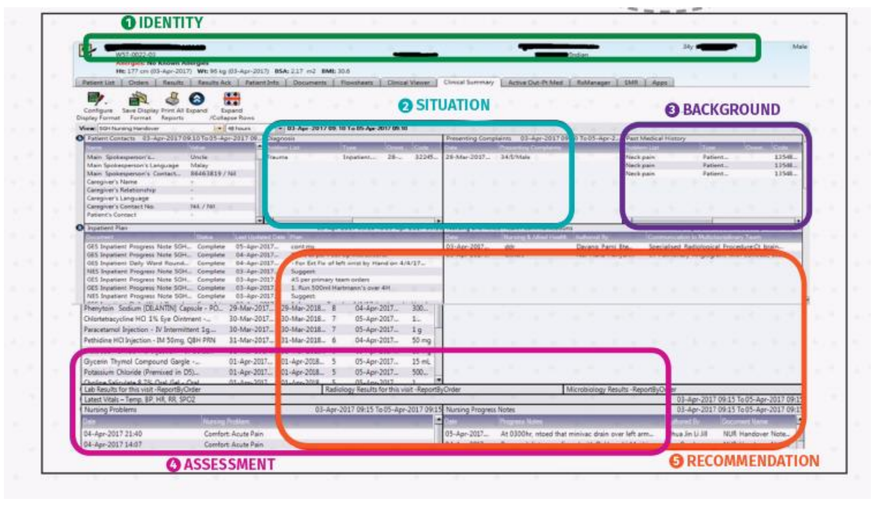


Figure 3: An overview of Clinical Summary using 'iSBAR'

Results

The development of electronic nursing clinical handover has been well received by nurses on the ground. It reduced the time spent by the nurses to document pertinent information that has happened during their shift and also reduced time required for nurses to retrieve care information. Data collection for post implementation time motion study is in progress.

Conclusion

An electronic system that is user friendly can be adopted by other institutes to reduce the time spent by the nurses on documentation