

## Improving Nurse-to-Nurse Handoff

### Abstract

Seventy percent of errors or sentinel events are attributed to poor communication during nurse handoff (Small et al., 2016). One identified barrier to poor communication is a standardized process for handoff (Stewart, 2017). Since communication is the foundation of patient care, it is crucial to provide accurate, up-to-date information in a timely manner to the oncoming nurse. The purpose of this project was to implement bedside nurse-to-nurse handoff reports using a standardized tool, the SBAR tool. This implementation took place in the emergency department, a complex environment where information can easily be miscommunicated or omitted due to the chaos of the setting. However, nurse-to-nurse handoff is significant in every department and should be consistent. Posters were placed in the department to remind staff of the SBAR tool. Nurses were instructed on the importance of proper handoff and educated on using the SBAR tool and performing bedside report by providing a mandatory learning experience to all nurses to education them on the SBAR tool, how to give a proper handoff, and tips for bedside reporting to help them be effective and efficient in their handoff. Improved handoff and communication between nurses are predicted to result in decreased incident reports and medication errors, as well as, increased patient satisfaction scores. Data will continue to be evaluated over a six-month period to assess these findings.

**Carrie Clark**  
Columbus State University,  
Columbus, USA

### Biography

Graduated from Faculty of Nursing, University of Jordan 1993. Had worked as Cardiac Registered Nurse in Jordan. Completed Master Degree in Education from University of Jordan on 1998. Completed another Master Degree in Critical Care from Ohio State University on 1999. Worked at Ministry of National Guards for Health Affairs (NGHA-Riyadh) on 2003 as Clinical Resource Nurse in Nursing Education till 2010. Then worked in NGHA (Madinah) as Supervisor for Safety and Quality till 2014. On 2014-2017 worked as Director of Nursing Education at Security Forces Hospital-Riyadh. On Jan 2018 has joined Nursing Education at King Fahad Specialist Hospital as Nursing Educator Manager Obtained Phd in Healthcare Administration on 2010 and worked as visiting Professor Assistant. Supervising all Saudi Nursing Students - Interns and graduate



8<sup>th</sup> World Nursing Education and Evidence Based Conference | March 23, 2021

**Citation:** Carrie Clark, *Improving Nurse-to-Nurse Handoff*, Nursing Education 2021, 8th World Nursing Education and Evidence Based Conference, March 23, 2021