

PATIENT EXPERIENCE WEEK INITIATIVES

BETHESDA HEALTH CARE | cphillips@bethesda.org.au | www.bethesda.org.au
FACE TO FACE BEDSIDE HANDOVER INITIATIVE



PATIENT EXPERIENCE WEEK (PXW)
Community Conversation & Leadership Breakfast
Perth WA | April 27-28 2017
#hccpxw #WhatMatters2U



Our Patient Experience initiative is...

In 2012 a face-to-face bedside handover was implemented. This involved staff being in the room with the patient, allowing the patient to be part of the process. Staff were supported with education, along with the introduction of standardized handover tools.

Consumer feedback supported the perceived advantages of a face-to-face handover. It engaged them in their care, improved their understanding of care and requirements post discharge to ensure a healthy recovery. Patients felt safer and more relaxed when involved in the handover. The initial concerns, expressed by staff, were proven to be without cause and the consumer feedback cemented a positive change in attitude.

The model was further enhanced during the testing process after patients commented "When the nurses stand at the foot of the bed I felt excluded". To overcome this staff were instructed to conduct the handover in the patient's room, at the head of the bed, inviting the patient to participate in the conversation.



What difference has this made?

- Allows the patient to have a voice in all aspects of their care such as effective pain management, concerns regarding progress, medication queries and addressing family and carers concerns
- Improved understanding by staff of patient concerns
- Improved quality of information exchange between healthcare professionals and consumers
- Improved consumers health literacy
- Improved patient understanding of their care and requirements for ongoing recovery
- Where complications are discussed with the consumer their understanding and requirements of ongoing care is improved and they feel reassured and anxiety is lessened

A lesson that can help others...

Standing talking in whispers at the door, thinking you are doing the right thing by not disturbing the patient who is resting, and speaking quietly for confidentiality, increases patients anxiety. They think something is wrong!

By moving into the room and encouraging consumer feedback on bedside handover, staff have learnt that standing at the head of the bed and actively encouraging the patient to participate in the handover of their care leads to a feeling of inclusiveness and control for the consumer.