

Making Handovers

Simple But Always Reliable

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BACKGROUND

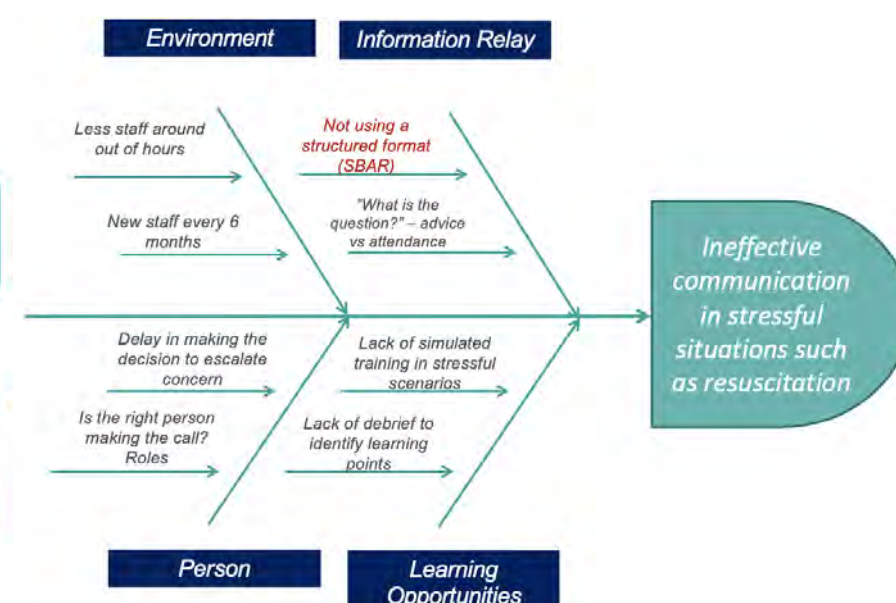
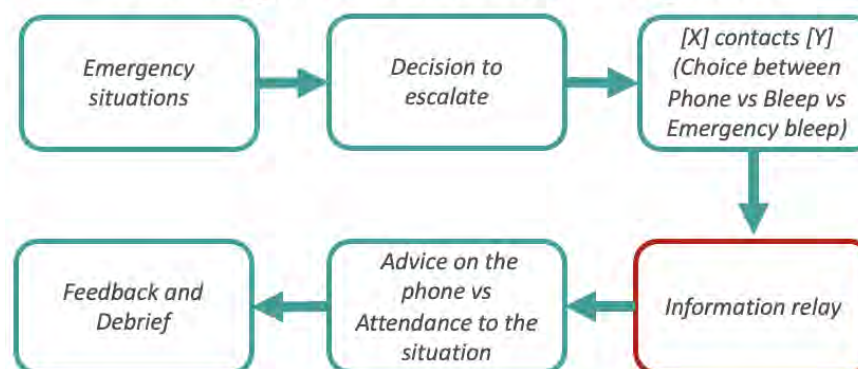
When we face stressful emergency situations such as neonatal resuscitation, the way we communicate with each other plays a major role on the outcome for the patient, their family and our team.

Communication in emergency situations must be efficient and concise. Situation, Background, Assessment, Recommendation (SBAR) is a useful tool to facilitate effective handover.

In order to work well, the neonatal team must be well practiced in preparation for emergency situations.

DIAGNOSTICS

Escalating Clinical Concerns in Emergencies



Aim

- By August 2022, the neonatal team will use SBAR to improve communication in stressful situations

Chosen measure

- Number of neonatal admissions handed over using the SBAR format

Inclusions

- All morning Neonatal Handovers

Exclusions

- Nil

Sampling

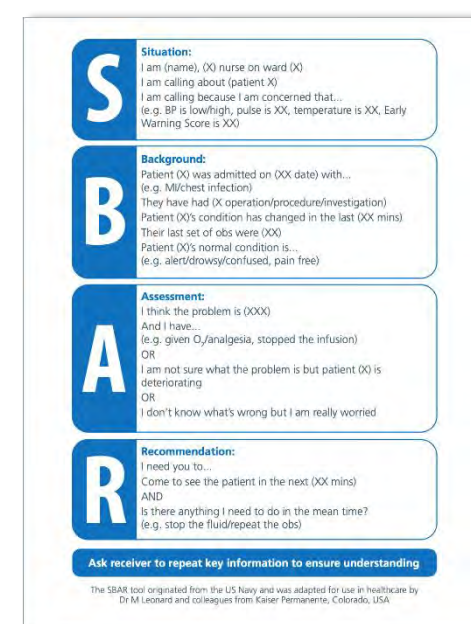
- Prospective review of daily morning neonatal handovers

CHANGE IDEAS

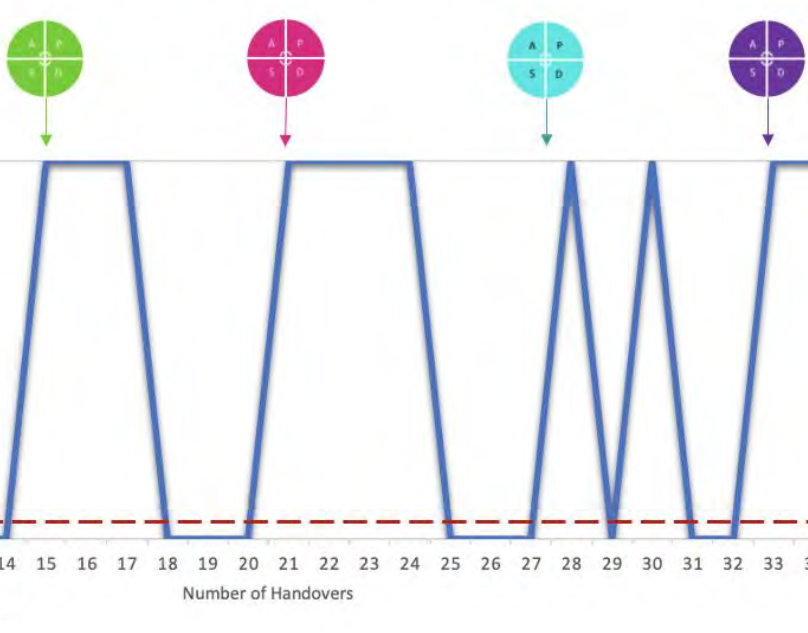
All the ideas we **could** test...

- Discuss project with the neonatal team including consultants
- Education about SBAR and adapting SBAR for situational needs for neonatal team
- Poster within the neonatal handover room about SBAR
- Direct team to the HEE eLfH module on Human Factors: Handover
- Desktop background screen about SBAR
- Create SBAR form for new admissions to NICU for more detailed handovers to new team members

PDSA	PLAN	Do	STUDY	ACT
1	Discuss SBAR project with the neonatal team including consultants	Team meeting	Awareness and enthusiasm for the project. No change in SBAR use	Continue to raise awareness of SBAR use
2	Educate the Neonatal team on what SBAR	Teaching session	Great engagement from the team with good knowledge of SBAR in theory. Initial increase in SBAR format	Continue to engage team on how to adapt SBAR to situations
3	Direct team to the HEE eLfH module on Human Factors: Handover	E-Learning	No change in SBAR use. No reported use of e-Learning module	Abandon e-Learning
4	Poster within the neonatal handover room about SBAR	SBAR A4 poster	Initial increase in engagement with SBAR format	Maintain SBAR poster/leaflet in seminar room



SBAR Format Used in Morning Handover



REFLECTIONS & LEARNING

Analysing the problem at hand in detail and involving all members of the team can help identify areas for improvement

Although my change ideas did not create lasting effects, I have understood what doesn't work and put forward new ideas to test in the future!

Small PDSA cycles can make large impacts! Run charts are excellent visual aids to understand whether PDSA cycles are working or not