

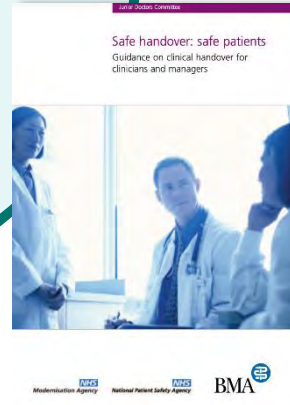
Daily safety briefing to improve handover readiness

Fozia Roked¹

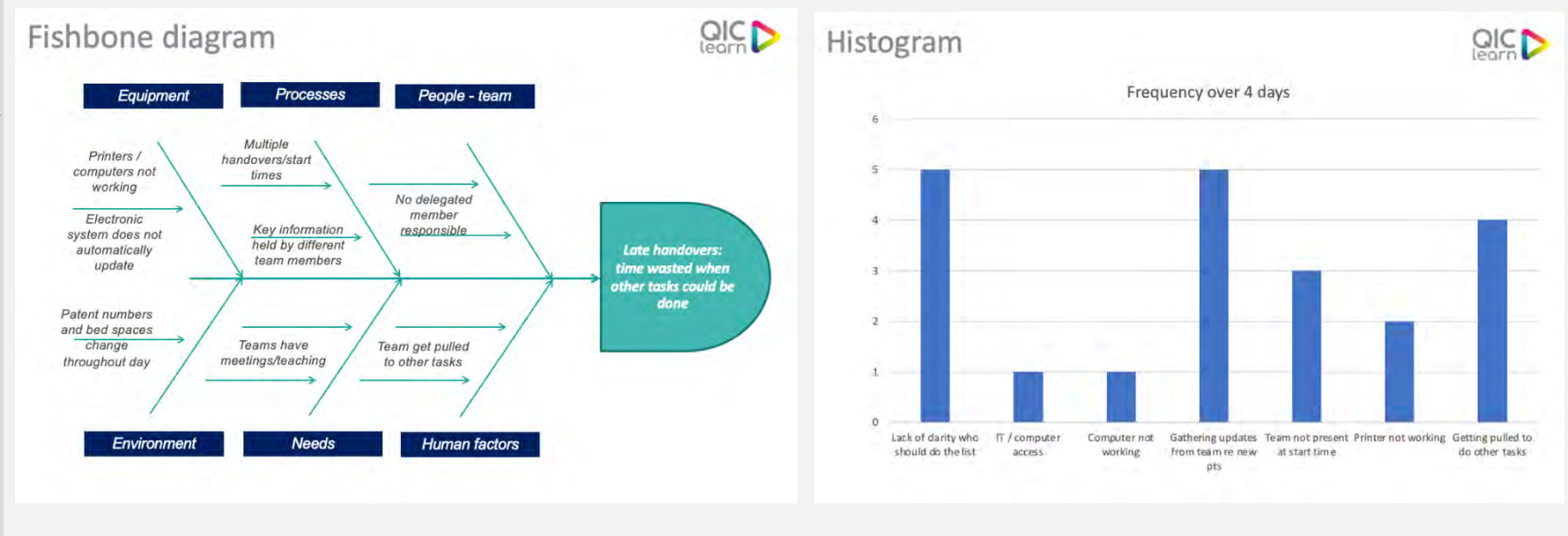
¹ Heartlands Hospital, University Hospital Birmingham

Afternoon handovers start late because the handover sheet is not printed and the team have not delegated who should take ownership of this task.

Consequently, time is wasted in which senior decision makers could be seeing patients and completing patient related tasks.



DIAGNOSTICS



AIM & MEASUREMENT DEFINITION

Aim
To improve the punctuality at afternoon and evening handovers to reduce wasted clinician time

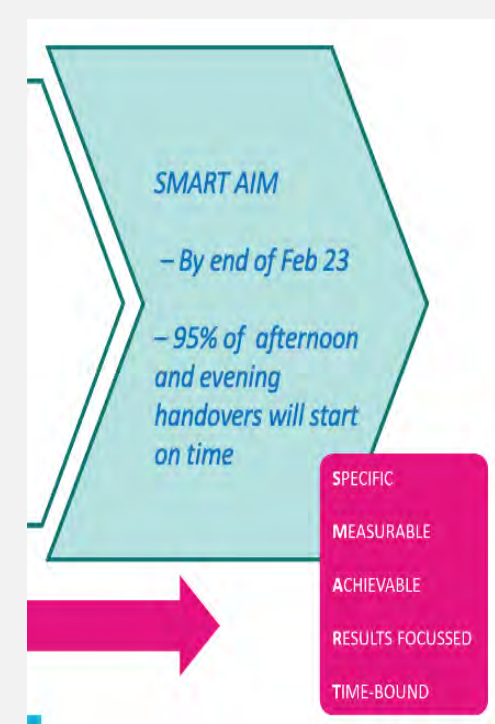
Chosen measure
Number of minutes early, on time or late handover starts

Inclusions
Afternoon and evening handovers

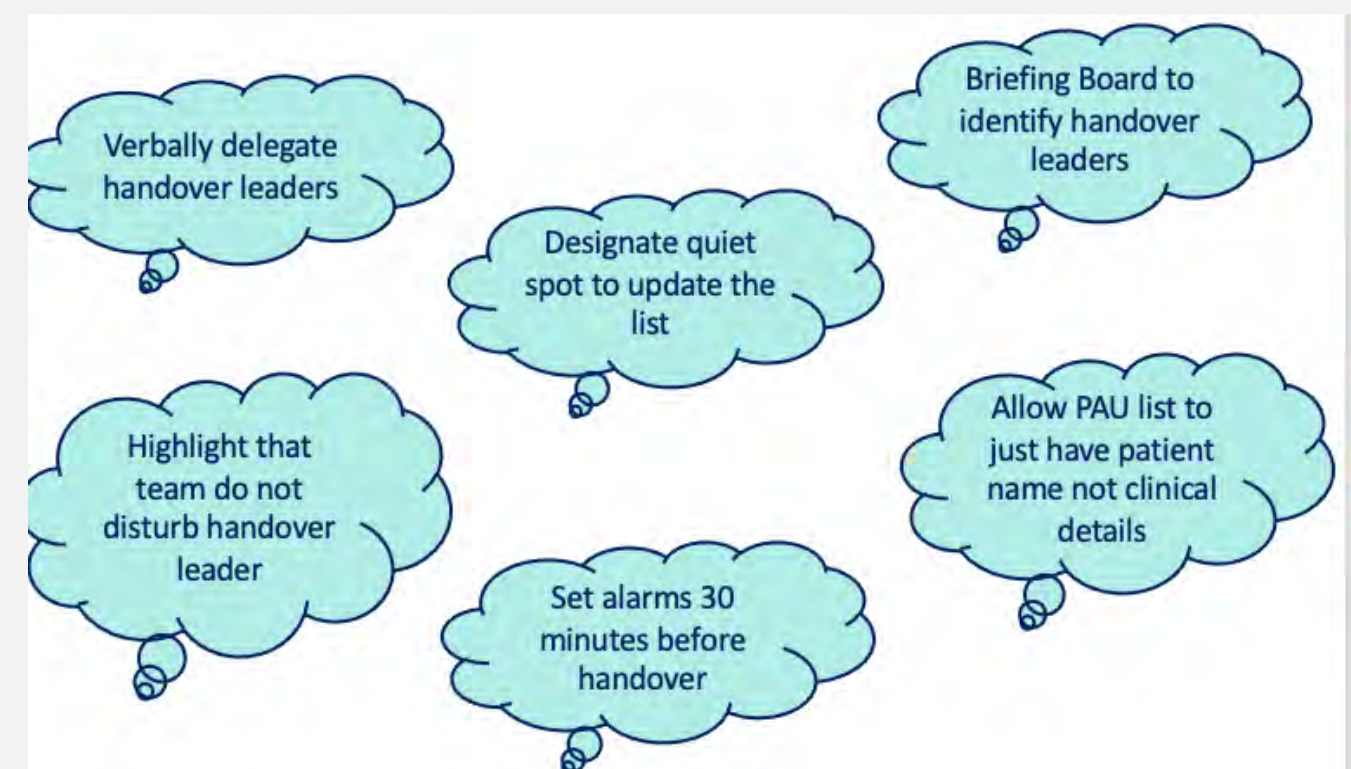
Exclusions

Morning handovers

Sampling method & frequency
Data on the go each day
Twice per day, for 10

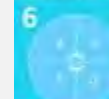


CHANGE IDEAS

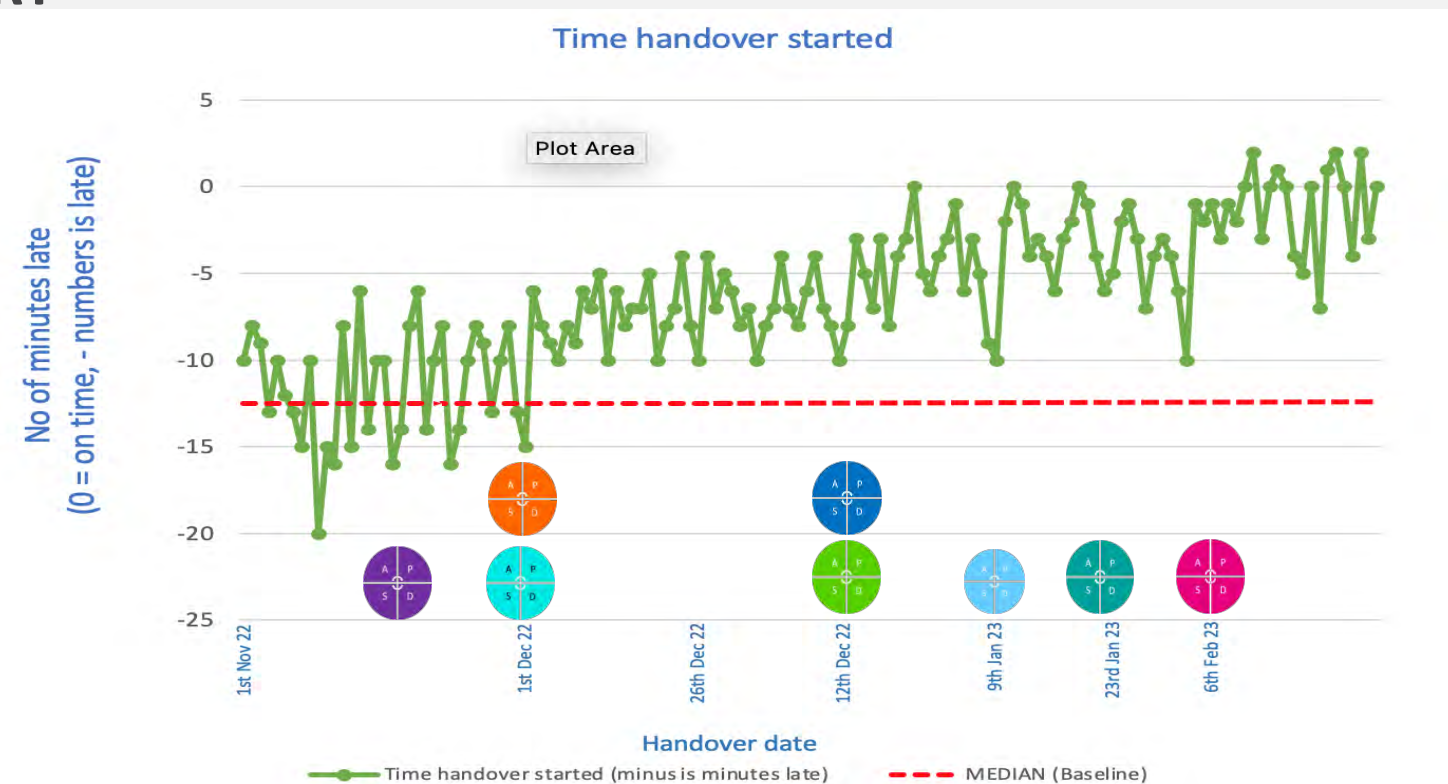


PDSA cycles

5 MIN DAILY BRIEFING																	
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PDSA Test	PLAN	Do	STUDY	ACT	PDSA Test	PLAN	Do	STUDY	ACT
1 	Verbally delegate 'handover leaders'	Identify 2 team members at the morning handover	No improvement seen (median time still – 12 min)	To implement with another step	5 	At daily briefing suggest handover leaders set alarms 30 mins before handover	2 team members set alarms and brief	Even better preparation of list and punctuality at handovers	Change implemented - user choice to engage
2 	Consider more formal/written method to identify 'handover leaders'	Pitch 'briefing board' to consultant team	Ideas and suggestions assimilated	Designed daily briefing board	6 	Highlight that team do not disturb handover leader	Emphasise in daily briefing	No improvement (median score remained -7 min)	Abandon
3 	Daily briefing board used to identify location of team and hence best 'handover leaders'	Team member led daily briefing	Handover time improved to median of – 7 mins	Implement but improve engagement.	7 	Designate quiet spot for list to be updated	Identify where handover leader would like to do this	No consistent quiet spot near the board	Abandon
4 	What's app message to junior doctors and feedback session during teaching	Identify 'first followership' roles	More juniors engaged, 2 QI champions; ideas how to improve	Ideas implemented in next PDSAs	8 	Allow that due to high turnover, PAU list only needs of names not details	Explain reasoning in morning briefing	Median handover time improved: -2 minutes	Continue emphasising in briefing

RUN CHART



REFLECTIONS & LEARNING

MY PERSONAL CHALLENGES - Hard to scale down to 'one thing' - Starting with problem not an idea	PEOPLE - Motivating your first followers not the same as getting buy-in / approval - Sustaining change in your absence - Buy in is better if 'self gains' perceived
QI LEADERS - Challenges of rotating training post – sustainability - Consultant 'power' vs trainees - Long term staff have knowledge of past QIP	IN THE FUTURE - Consider timing: winter pressures – priorities elsewhere - Introduce at induction - Consider department culture and differences between trusts