



Implementation of an Electronic Handoff Report: A Quality Improvement Project

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Summary: Critical information, such as a patient's vital signs, neurological status, and level of care, is exchanged between registered nurses during a patient handoff report. It is imperative that the communication between registered nurses is accurate, specific, relevant, and timely. When the care of a patient is transferred from one healthcare provider to another, the patient may experience potential risk because of communication failure.

Nursing Implications:

- The purpose of this doctoral project was to evaluate patient and nursing satisfaction with patient handoffs between the emergency department and the medical telemetry unit.
- The aim was to have a concise communication tool.
- The use of this electronic handoff tool promotes relevant and timely communication.
- The project product is an electronic handoff tool that is consistent, safe, and efficient.

Key Takeaways:

- Statistically significant changes in nursing satisfaction survey scores were observed for both the efficiency of handoffs and overall satisfaction, $p < .001$. Approximately 3/4 of the participants rated the electronic handoff trial positively (excellent, very good, or good) while 1/4 of the participants rated it negatively (fair to poor).
- Patient satisfaction HCAHPS survey results observed at post-test demonstrate statistically significant improvements in ratings of both nurses overall and likelihood to recommend, $p < .05$.
- A 10% increase in patient satisfaction was achieved after the implementation of the report.
- As a result of positive feedback from the use of the emergency department to floor handoff report, the handoff process was expanded to all units within the hospital.

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