Patients Handovers.
Quality of postoperative patient handovers in PACU: Focus groups

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I bring my own checklist. You know, I’m a former pilot.
Why do handovers draw attention?

• Handovers are critical to patients safety and may lead to adverse events and prolong patients length of stay

• Handovers are complex processes involving several functions, specialties and healthcare professionals
Definition of handovers

“the transfer of professional responsibility and accountability for some or all aspects of care for a patient, or a group of patients, to another person or professional group on a temporary or permanent basis”
Improving the quality and safety in handovers in PACU?

Why don’t we use a checklist developed by others?
Current research:

- Communication
- Checklists
- Behavior
- Receivers' memory
- Human factors

Factors influencing handovers

- Communication
- Information
- Organization
- Infrastructure
- Professionalism
- Responsibility
- Team awareness
- Culture

Siemens, I, M; Ph.d thesis 2012
Culture as barrier

• If new implementation science intervention doesn’t fit existing cultural and identity, or “networks of practice” that are important to health care professionals, “resistance” and “workarounds” will occur.

Objective

To improve the quality, and the safety of the handovers between anesthetic clinic and perioperative care unit.

Purpose

To explore nurses experiences of factors influencing postoperative patient handovers between anaesthesia and perioperative care unit.
Method

- Literature review were carried out. 50 studies were identified, none relevant.

- Two focus group interviews were conducted:
  - Anasthetic nurses
  - PACU nurses

- Data were analysed according to inductive content analysis and meaning interpretation.
Coding of focus group, AN

- Time in work
- Seeing the big picture
- Readiness
- Relation in work
- Documentation
- Ethic
Nurses experiences of aspects influencing handovers between anaesthetic clinic and Peri Operative Care Unit?

Focus group
5 anaesthetic nurses

Focus group
3 PACU nurses

6 codes

6 codes

8 generic categories were found

3 main categories
Time in handovers
Organisation of handovers
Working relations in handovers
Findings

8 generic categories
Incoherent patientcare
Individuality in handover
Inconsistent documentation
Relationship in work
Time in work
Ethic in action
Seeing the big picture
Readiness

3 main categories
Time in handovers
Organisation of handovers
Working relations in handovers
Findings

Time in work
Ethic in action
Readiness
Seeing the big picture

Time for handovers

Relationship in work

Working relations in handovers

Incoherent patientcare
Individuality in handover
Inconsistent documentation

Organisation of handovers
Time for handover

- Extreme workload
- Pressure of production
- Being busy
- Fragmentation of time: "instant time" and "the extended time"

Time for handover

- Coherence in patientcare
- Seeing the big picture
- Time discourse
- Readiness
- Ethic
Maybe it's also a culture we have created that everything has to be done so fast, it is not allowed to say stop for once, let’s get the patient positioned properly before we start the rapport......" (Informant 2, POA).
“I don’t want be negative ...but handovers where old patients lies in messy beds with blankets and everything, and the patients don’t have any underwear on...if it was me”
“If we had used a little more time in the handover we could have gained some time in the other end .....I think .....”

(Informant 3, AN).
Conclusion

- Time, both as a real time experience and as a way of viewing time, influences the postoperative handovers
- The existing interpretation of time doesn’t provide optimal conditions for nursing care
- Nurses overview in handovers is compromised by the time discourse, and creates an environment where ethic in action and coherence in nursing care is challenged
Implications for practice

- More attention to the awareness of handovers as clinical risk factor
- Handovers needs to be seen as an important tasks, that can provide a more coherent course for patients
- There is a need for creating conditions for “extended time”
- The conditions and structure for handover needs to be improved
THANK YOU

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