Taking on Handoff: Bringing SBAR to the Bedside
Nicole Imbasciani, RN, CCRN
Stony Brook University Medical Center
Judith Bielskas, Margaret Duffy, Diane Marrone, William Dan Roberts, Jude Weber, Rowena Dimanlig

Problem:
Safety, Quality and Patient Satisfaction are at the forefront of all that we do at Stony Brook University Medical Center. The core concepts of Patient and Family Centered Care (PFCC): dignity and respect, information sharing, and participation and collaboration are the framework of nursing care at our institution.

The nursing team in the Cardiac Intensive Care Unit identified bedside handoff as an opportunity to improve safety and facilitate the core concepts of PFCC. This change was not without difficulty. After initial education regarding bedside rounds compliance was poor and staff expressed that this transition was not easy to incorporate into their practice.

Evidence:
Effective communication has been identified as a key to patient safety. The Joint Commission 2009 National Patient Safety Goal 2 - Improve the effectiveness of communication among caregivers. Patient Safety Goal 2E - Implement a standardized approach to “hand off” communications, including an opportunity to ask and respond to questions.

Strategy:
Our leadership team brainstormed for a strategy to help the staff improve compliance of bedside handoff.

Utilizing the SBAR format the leadership team made a video of bedside handoff. The video was used to role model the change in practice.

Practice Change:
Observational data collection - pre video
83% compliance with bedside handoff

Evaluation:
Observational data collection - post video
94.5% compliance with bedside handoff

Results:
Since the inception of bedside handoff there has been an overall decline in medication errors. Major changes in patient condition have been identified during handoff.

Recommendations:
Utilization of role modeling to facilitate practice change is applicable in many circumstances.
Lessons Learned:
Leading by example encourages compliance with evidence based practice changes.

Bibliography:

