Clinical Handover

The WebV Clinical Handover solution provides clinical staff with a personalised patient list and predefined template (determined by the Trust) to record patient information for handovers. The module includes a task list and compiles recent results and investigations into an easily reviewable format. The duplication feature for submitted handovers allows teams to archive their handovers and reuse them if appropriate.

WebV SYSTEMS

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Module Origin

The problem

An identified need for a more robust and consistent handover system prompted the Northern Lincolnshire and Goole NHS Foundation Trust to make significant changes to its clinical handover policy. The WebV Systems team was commissioned to create an electronic system to support and enable this improved approach. The brief was to design a module which gave medical staff:

- a consistent process to follow for each handover
- provision of clear evidence of the time and location of every clinical handover
- the ability to generate an auditable electronic record showing which patients had been handed over and the exact information shared with colleagues.

The WebV Solution

The WebV team investigated across multiple settings, how handovers worked and how they could be improved. By building an understanding of the challenges faced by staff working on the wards, the module was designed to meet the needs of clinical colleagues, as well as the requirements of the Trust's new policy.

The module enables staff to follow a set process which:

- logs a handover twice daily, in specified locations.
- provides doctors with a personalised patient list and a predefined handover template
- includes a record of the reason for admission, medical history, escalation status, management plan and progress and any medication prescribed.

The design also features a task list, allowing doctors and nurses to log outstanding jobs so colleagues picking up the patient's care can see exactly what needs to be done and when. Recent results and investigations are compiled into an easily accessible format, so all relevant patient information is available to those working the next shift. A duplication feature for submitted handovers allows teams to archive their handovers and reuse them if appropriate.

The benefits for patients, staff and the Trust

Staff have reported that the electronic module is easier to use than the old paper-based system and improves efficiency as they have immediate access to vital patient information whenever and wherever they need it.

By helping to tackle the problem of sporadic, inconsistent handovers it has already had a positive impact on patient care and safety. There is far greater transparency throughout the handover process, meaning handovers can now be monitored closely by senior staff. Any concerns identified, can now be dealt with quickly.

Where the Module can be used

The Clinical Handover Module can be utilised by all clinical staff across your organisation.

Clinical Handover Module	***Clinical Handover module creates an official record when handing over patient care between teams. Information is recorded into configured fields which is retained after the handover has been submitted to enable efficient record keeping. Jobs can be assigned to a patient to aid and progress patient care.*** • Ability to create a new handover series by recording title, lead Clinician, location and single or multiple specialties • Ability to edit the location, lead Clinician and specialties for a handover series • Patients can be added to a clinical handover by searching for NHS Number, clinician, location, specialty, or clinical indicator search • Ability to remove patients from a handover. A confirmation panel will display before performing this action • Functionality to set the estimated/planned discharge date for each patient • Ability to save the information recorded against the patient's handover. When saving the patient update, the user is asked to confirm whether the patient should remain on the next handover event. • Submitting a completed handover captures the information recorded. A copy of the entry is added to the list of historic handovers. The handover is automatically duplicated so that it can be updated immediately. • Handover summary details include the title of the handover, lead Clinician, location, user who last updated the handover, date and time of the last update, user who submitted the handover, date and time of submission of the handover, number of patient's on the handover and number of patients who were update on the handover. • Ability to view historic versions of the handover • Functionality to filter handovers by lead clinician, location, specialty, and updated on • Ability to print either all patient's or selected patient's handover information • Attendees can be logged by username and password if the handover has been configured in that way • Once a handover has been submitted, an entry is added to the patient's timeline to display all recorded information • Handover entry in the patient's timeline includes outstanding jobs and completed jobs • Includes a Handover Patient Summary card which shows active handovers that the patient is currently included on • Ability to assign a category to a patient to enable the user to filter patients on the handover by the various categories • When trying to remove a patient from a handover that has been updated, but the overall handover has not been submitted, a warning is displayed informing that any information will be lost and offered to proceed or cancel. • Ability to track responsibility of patient care by recording who the patients have been handed over from and to. This stage is skipped if no attendees have been logged against the handover. • Length of stay is displayed when updating the patient's handover information • Ability to record the level of Consultant Review the patient has received • Ability to mark a handover as a favourite • The number of patients and attendees is displayed in the handover • Includes a visible audit trail for removed patients • Ability to create, edit, complete and re-open jobs. Jobs that are created within the clinical handover module are added to the patient's master jobs list. • Ability to view all outstanding jobs per handover