



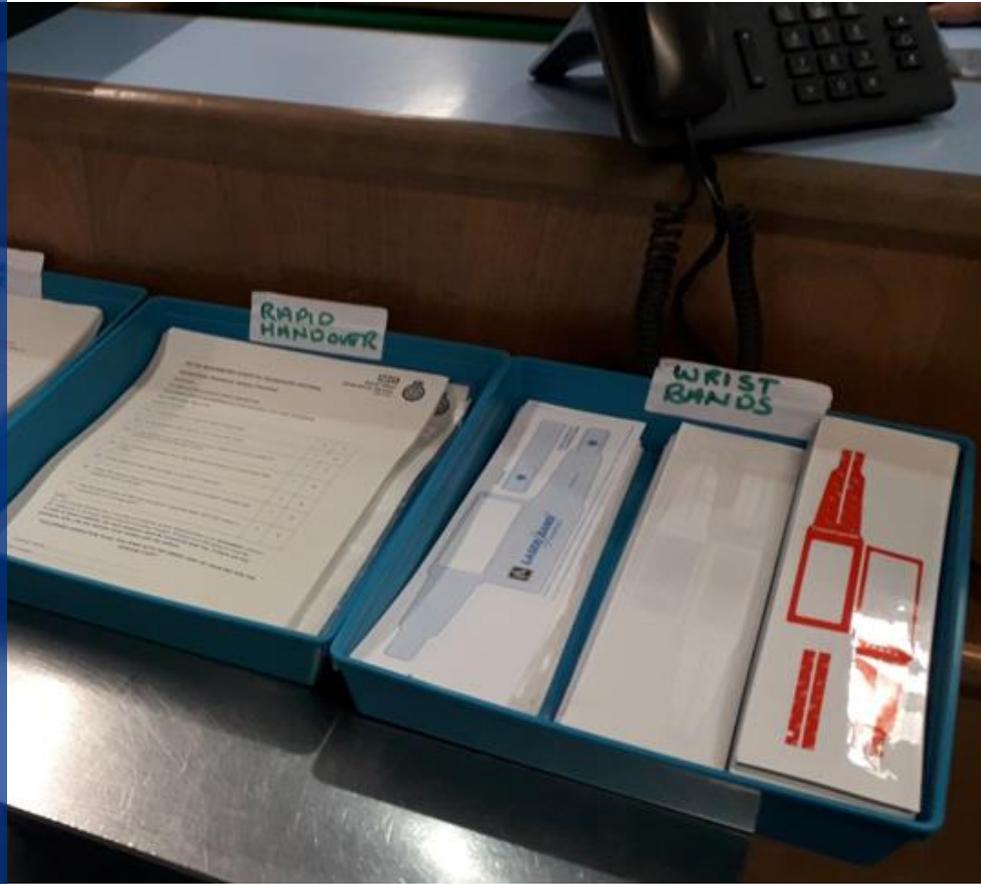
Handover Safety Checklist

CASE STUDY – Royal Blackburn

Reducing average total turnaround time to 26 minutes by April 2022

“I’ve worked at several other ambulance trusts across the country, and so I’ve been in and out of different ambulance stations and A&E’s, and this is certainly one of the best processes that’s been implemented”

Mark Green, SPTL, Burnley



THE CHALLENGE

Royal Blackburn Hospital ED has roughly one third more ambulance attendances than any other hospital in the North West. In December 2019, just over 1,000 patients a week were brought by ambulance to ED. This high volume required an extremely efficient ambulance handover process.

In ED there was an inconsistent and inefficient ambulance handover process. The handover safety checklist was designed to standardise handover by creating a non-verbal checklist for crews to use with patients.

THE SOLUTION

Process mapping had identified simple fixes to make the handover process more efficient, but the team wanted to be bigger and bolder in their changes and sought to develop a handover safety checklist.

The ambulance handover safety checklist was adopted to identify those patients who were safe for the ambulance crews to leave prior to verbal handover. This was accompanied by detailed FAQs, so the staff felt confident in applying the checklist. They also used the poster below to promote using the handover safety checklist.

The team conducted a 90-day pilot to test using the checklist, following their new procedure so they could measure if there had been an improvement in handover times.

FOR FURTHER INFORMATION CONTACT:

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Hospital ID bracelet

Is your patient appropriate for ambulance handover?

- Is the patient in a hospital bed/trolley/chair?
- Is the patient's GCS 15/15 – or normal for them?
- Is the patient's current NEWS score ≤ 6 and not in need of continuous monitoring?
- Has 10 minutes passed since the last administration of medicines?
- Is the patient/carer able to raise a concern if required?
- Does the patient have hospital ID bracelet on?
- Has the PRF been left with the nursing staff?

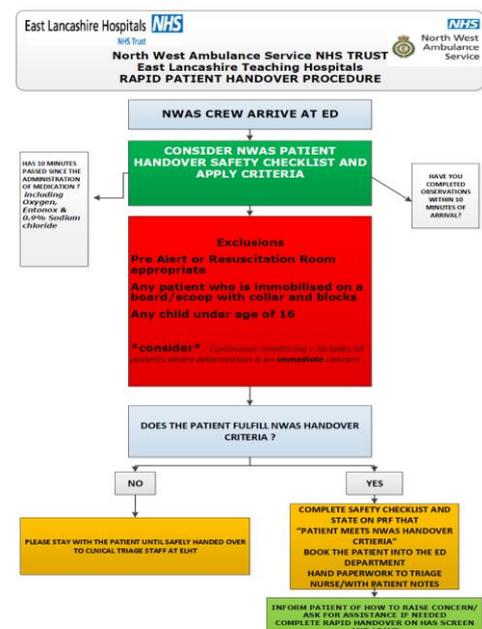
In order to leave a patient, each question must be answered with 'Yes'

If there are any questions with a 'No' the clinician must remain with the patient

Exclusions

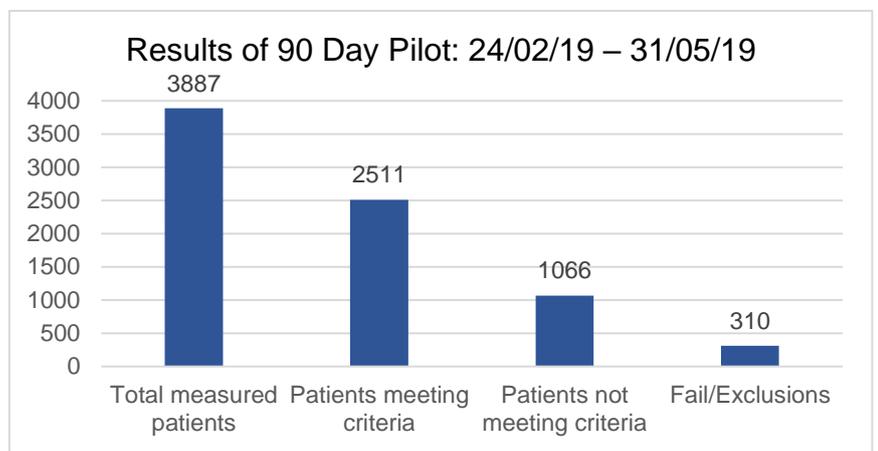
- Pre Alert or Resuscitation Room appropriate
- Any patient who is immobilised on a board/scoop with collar and blocks
- Any child under age of 16

FOLLOWING COMPLETION THE ROYAL BLACKBURN HOSPITAL AMBULANCE HANDOVER SAFETY CHECKLIST SHOULD BE PLACED, WITH YOUR YELLOW PRF COPY IN THE HANDOVER SAFETY CHECKLIST AUDIT FOLDER ON STATION



RESULTS

- 65% of patients consistently met the criteria for handover
- 27% of patients did not meet the criteria (red standby/ sepsis/ ongoing treatment)
- 8% of patients were not matched correctly by staff against the criteria



"We have consistently engaged with our own staff and worked collaboratively with NWS, and we continue to do so. This handover checklist has been our most challenging but also our most successful change that we've implemented into one of the busiest A&E's in the country. It's now business as usual for our staff, they are happy the system runs smoothly, and we're going to continue to work hard to keep this up and running"

Jackie Murray, ED Matron, Royal Blackburn

"When used appropriately it works really well, enables crews to be freed up quickly, patients are left safely, and it stops a lot of pressure from both ends."

Mel, Triage Nurse Royal Blackburn

KEY TIPS TO SUCCESS

- Link in with other sites to create a community of practice. **Peer site visits were extremely valuable in sharing learning with others.**
- Learning improvement methodology continues to be useful- **Joint process mapping exercises are part of normal daily practice**
- Communication is key to enact joint plans.
- Data capture/ good news stories shared with all staff to improve and support understanding. **Updated communications and information are shared regularly- remember to thank staff too!**
- Having visible hospital ALO and management support.
- Ensuring Ambulance Handover criteria/ FAQs are regularly reviewed. **Share any updates- also use WhatsApp, social media.**
- Ongoing handover education for all staff (Hospital/ Ambulance service).
- Laying out all relevant checklist documentation in trays at reception meant staff could access it without reception staff being present.



40 minutes
financial year
2017/18

Average total turnaround for Royal Blackburn hospital for the financial year 2017/18 was 40 minutes per patient.

32 minutes
financial year
2019/20

Average arrival to handover time for the financial year 2019/20 following implementation of the improvement was 32 minutes. This is an improvement of **8 minutes per patient** or **20%**.

30 minutes
financial year
2020/21

Average arrival to handover time for the financial year 2020/21 was just 30 minutes. This is an improvement of **10 minutes per patient** or **25%** since the start of their improvement work.