

HAWKE'S BAY DISTRICT HEALTH BOARD	Manual:	Mental Health Services Policy & Procedure Manual
Nga Rau Rakau Nursing Handover Procedure	Doc No:	OPMHAH/MH&APPM/8958
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PURPOSE

To ensure that the nursing handover of information, whether it is between shifts or during a shift, is central to maintain the continuity of and accountability for nursing care provided to patients.

PRINCIPLES

For service-wide principles, please refer to the [Mental Health Service Policy - 8953](#)

SCOPE

All Adult Mental Health Acute Inpatient Service staff

ROLES AND RESPONSIBILITIES

Refer to procedure below.

PROCEDURE

A registered nurse is responsible for the nursing care of a patient at all times during the course of their admission. A handover occurs when the patient enters or leaves the care of the unit or when there is a change in the registered nurse responsible for the nursing care provision. The handover of nursing responsibility occurs through a transition process that involves verbal communication and is supported by documentation as required by HBDHB and MHS Policy and Procedures and relevant professional standards.

A handover occurs as a result of a change in status of the patient such as:

- When a patient is admitted or transferred into the ward
- When the patient is discharged or transferred out of the ward into the care of another part of the service, or outside agency
- When there is a change in provision of nursing care
- When the allocated registered nurses shift ends.
- When the allocated registered nurse is temporarily absent and unable, during the course of that absence, to provide care appropriate to the needs of a patient.

Key responsibilities during a handover

A synopsis of the shift is recorded in trendcare by each registered nurse prior to handover.

Patient allocation is completed on trendcare by the finishing shift coordinator, prior to handover.

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Finishing Shift:

The shift coordinator provides the handover to the oncoming shift:

- Conveys all information that would be reasonably required to continue the provision of nursing care and reads the Trendcare hand over sheet.
- Draws the attention of the registered nurse receiving handover to relevant documentation or further information documented in the patient's health record as required.
- Each handover consists of the previous shift and the current shifts information i.e.
 - AM shift – receives the PM shift and Night shift handover
 - PM shift – receives the Night shift and AM shift handover
 - Night shift – receives the AM shift and the PM shift handover
- Handover occurs in the nurse's station where staff have access to the whiteboard which provides further information on :
 - Mental Health (CAT) Act 1992 status
 - Observation status
 - Leave status
 - Upcoming appointments or meetings etc
- This time is protected time and admissions will be avoided, if possible at these times.
- All other registered nurses are expected to be on the ward interacting with patients during the handover to the oncoming shift.
- Additional information that should be included, and is not limited to:
 - Serious or adverse events relating to the patient that have occurred in the previous shifts
 - Current mental state
 - Progress in relation to interventions provided

Oncoming Shift:

The registered nurses receiving the handover:

- Seeks clarification of information as needed and for any additional information they consider relevant.

At the completion of the verbal handover it is expected that staff from the finishing shift and staff from the oncoming shift complete a ward round to ensure that all patients are present on the ward.

The completion of both the verbal handover and the sighting of patient's represents the transfer of nursing responsibility from one registered nurse to another. This then allows the finishing shift to complete any outstanding tasks prior to the conclusion of their shift.

MEASUREMENT CRITERIA

The handover is delivered in a timely manner and reflects the care and treatment provided to the patient during the previous 2 shifts.

RELATED DOCUMENTS

[Please refer to the service-specific Mental Health Policy & Procedure page on Our Hub – click here to access that page.](#)

[Please refer to the organisation-wide Policy & Procedure pages on Our Hub – click here to access that page.](#)

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KEYWORDS

Trendcare
Handover

For further information please Clinical Nurse Manager Intensive Mental Health Services