

Abstract: The impact of bedside handover on patient and nurse satisfaction and quality of care

Margot Soenens¹, Dominique Vandijck^{2, 3, 4}, Stijn Blot¹, An Mariman⁴, Rik Verhaeghe², Dirk Vogelaers^{1, 4}, Peter Vermeir^{1, 4}

1 Ghent University – Department of Internal Medicine– Faculty of Medicine and Health Sciences – De Pintelaan 185, 9000 Ghent, BELGIUM

2 Ghent University – Department of Public Health – Faculty of Medicine and Health Sciences – De Pintelaan 185, 9000 Ghent, BELGIUM

3 Hasselt University – Department of Patient Safety, Health Economics & Healthcare Innovation – Agoralaan (building D), 3590 Diepenbeek, BELGIUM

4 Ghent University Hospital – Department of General Internal Medicine and Infectious Diseases – De Pintelaan 185, 9000 Ghent, BELGIUM

Background

Nurse-to-nurse communication is the most important communication method to transfer information among nurses.

Aim

To investigate the impact of bedside handover on patient and nurse satisfaction and quality of care.

Methods

A systematic review of the literature and an onsite survey at the Thoracic and Vascular Surgery ward of a tertiary referral centre was performed. A separate questionnaire was used to measure nurses' and patients' satisfaction on various aspects of the bedside handover.

Results

53 out of 336 patients (response rate = 16%) and 15 out of 27 nurses (response rate = 56%) participated. 64,2% of the patients were male with a mean age of 59.9 years (SD= 15.3 years). 80% of the nurses were female and the mean age was 39.7 years (SD= 14.5 years).

The vast majority of patients (94.3%, n= 50) experienced bedside handover as positive. Patients report that they find it positive meeting the nurse responsible for them. Half of patients (54.7%, n=29) report to be involved during the bedside handover. The majority of patients (77.4%, n=41) report to have no difficulties with information being exchanged in the patient room and rather disagree that bedside handover would violate their privacy.

66.7% (n=10) of nurses report patients to be better and more accurately informed following bedside handover. In addition, 66.7% (n=10) of nurses perceive that they can better assess a patient using bedside handover technique. Although nurses often have doubts about bedside handover, one third of the nurses feel comfortable, even very comfortable with bedside handover.

Conclusion

Nurses and patients are generally positive about bedside handover. However, nurses and a minority of patients report some concerns about privacy issues