

Supported Consumer-Side (bedside) Handover:

Evaluation of a structured education and support package in in-patient mental health settings

Consumer-side Handover

WHEN DOES IT HAPPEN

Every afternoon when nurses change shift the morning and afternoon nurses will meet together with you.

WHAT IS IT?

A meeting between you and the nurses who are working with you that day.

WHY SHOULD I BE INVOLVED?

- Including you ensures information is correct and reflects your wishes.
- It is an opportunity to ask questions, and for staff to hear what matters to you such as discharge plans and appointments.
- It is an opportunity for you to take an active role in your care.
- It keeps everyone informed and up to date with what's happening to ensure you are given the best possible care.



Health
Northern Sydney
Local Health District



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CATALOGUE: NS10299A

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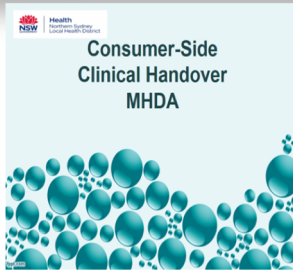


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Introduction

We conducted a descriptive study exploring nurses' perception, engagement and confidence with change following the implementation of an education and support package developed to facilitate the involvement of consumers in clinical handover. The implementation focussed on the consumer-side (bedside) handover approach. This practice is regarded as an important contributor to shared decision making. It aligns strongly with person-centred care. Currently there is little research available on the implementation of consumer involvement in clinical handover in mental health services.

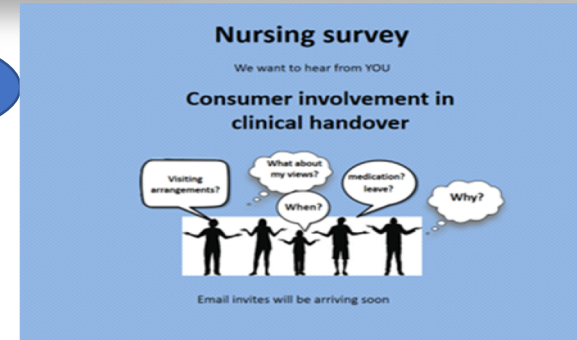


Presentation



Support and education

Survey prompt

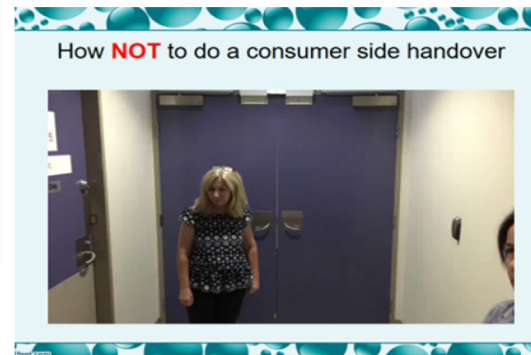
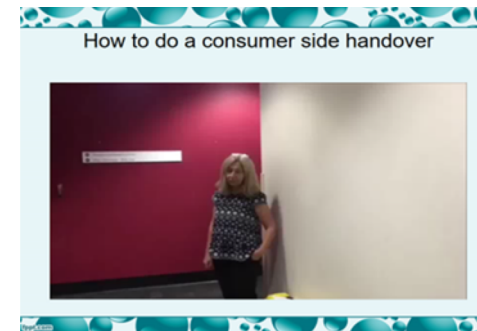


Method – Education and support package

A co-designed evidence based education support package was developed, implemented, and studied, in two mental health units.

The package consisted of a consumer-side handover video demonstration, PowerPoint presentation and onsite education and support throughout the implementation period

Video demonstration



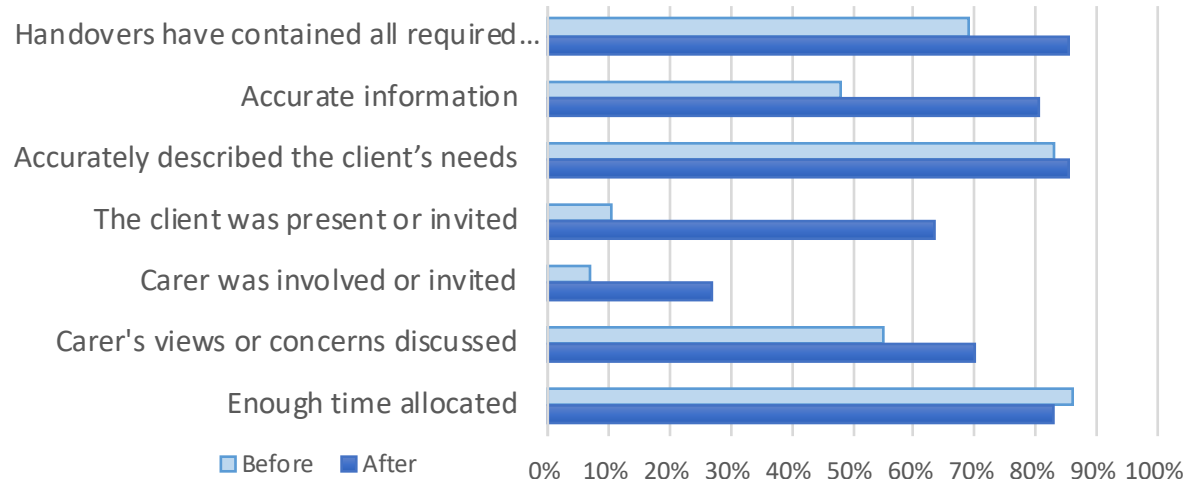
Method- Descriptive Study

The study incorporated a pre and post implementation survey of staff. The survey explored nurses' perceptions and confidence in conducting consumer-side handover

Results:

Nurses' perspectives changed in four main areas: perceptions of consumer benefit, communication of information, the involvement of consumers and carers in handover, and confidence in adopting the practice. Comments indicated a broad positive shift in attitudes towards consumer-side handover.

Change in % Agree or Strongly Agree



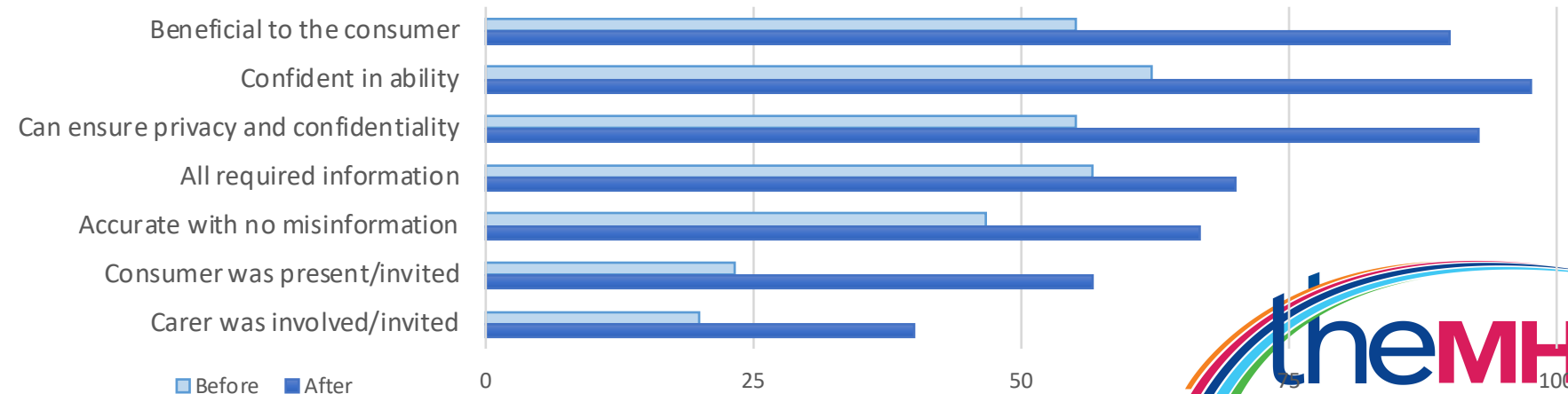
Significant increase in consumer involvement, and a modest increase in carer involvement, in this new practice.

Significant increase in perceived benefits for the consumer

Increased accuracy of information, and confidence in ability to conduct while insuring privacy and maintaining confidentiality

Positive change in nursing staff perceptions and confidence in incorporating consumer-side handover into practice

Statistically significant change in % positive responses



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