

PDSA cycles – Improving the Quality of Weekend Handover at Yeovil District Hospital

	Aim	Plan	Prediction	Do	Study	Act
Cycle 1 Dec 2013	Improve quality of weekend handover sheets	Introduce a standardised proforma available on the Trust intranet	Doctors will handover more information about each patient	There was an improvement in the quality and clarity of handover It needed more space to write and a for extra tick boxes for 'possible weekend discharge'	There was an overall improvement in quality, particularly patient identifiers, background and plans	Amend proforma according to feedback
Cycle 2 Dec 2013	Improve quality of weekend handover sheets	Improve standardised proforma	Increase usability	There was an increase in the number of doctors using the handover and overall satisfaction	Increased number of doctors using the proforma	Continue and implement in other specialties
Cycle 3 February 2014	Improve quality of weekend handover	Education to stakeholders	Doctors may handover less inappropriate jobs and further Identification of problems with new handover	There was an improvement in overall handover but no demonstrable reduction in inappropriate handovers	No new problems were identified, but issues with poor handwriting	Problems could be addressed with e-handover. Aim to improve inappropriate handovers with experience
Cycle 4 April 2014	Reduce time taken to review patient notes at the weekend, reduce jobs for FY1 on call, ensure clear individual patient plans for the weekend	Introduction of Friday WR/weekend plan proforma	More jobs are done ready for the weekend, a reduction in the time taken for patient reviews at the weekend Potential for resistance to form filling	Initially viewed as extra work, comments that two pages was too much, poor compliance Good feedback from weekend team	Felt it was not usable enough on a Friday	Incorporate the Friday ward round into the weekend planning sheet, make it one sheet. Amended with feedback taken from juniors
Cycle 5 April 2014	Increase usability	Improve the Friday ward round/ weekend plan sheet	Greater engagement with using the weekend sheet	Doctors found this summary an improvement and less time consuming than the previous version	Greater number of users	Continue with current sheet and implement in other specialties, ensure distribution of sheet on a Thursday evening
Cycle 6 January 2014 onwards	Improve legibility of handover, location of patients and organisation of jobs	Electronic handover	Will eliminate risk of losing sheets, make sections compulsory, legible and easier for jobs to be organised.	Prototype designed with IT department but not yet fully implemented	Not yet achieved	To implement the e-handover in the newt coming months

PDSA cycles – Improving the Quality of Weekend Handover at Yeovil District Hospital

Final handover proforma implemented following Cycle 2

Handover from:

Grade:

Date of handover:

Ward:

Patient demographics/ sticker	Is job for:	Patient:	Relevant PMHx/ additional info	Main problem/diagnosis	Job	Management Plan:	Job done?
Name Hosp no. DOB	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> To see <input type="checkbox"/> To be aware of <input type="checkbox"/> Ix to chase <input type="checkbox"/> Possible w/e d/c					
Name Hosp no. DOB	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> To see <input type="checkbox"/> To be aware of <input type="checkbox"/> Ix to chase <input type="checkbox"/> Possible w/e d/c					
Name Hosp no. DOB	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> To see <input type="checkbox"/> To be aware of <input type="checkbox"/> Ix to chase <input type="checkbox"/> Possible w/e d/c					
Name Hosp no. DOB	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> To see <input type="checkbox"/> To be aware of <input type="checkbox"/> Ix to chase <input type="checkbox"/> Possible w/e d/c					
Name Hosp no. DOB	<input type="checkbox"/> Sat <input type="checkbox"/> Sun	<input type="checkbox"/> To see <input type="checkbox"/> To be aware of <input type="checkbox"/> Ix to chase <input type="checkbox"/> Possible w/e d/c					