



Introducing a remote, cross-specialty medical handover at a tertiary paediatric hospital

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Background and methods

At Alder Hey, 9 specialty teams hand over to the on call team. Following feedback from an HEE quality review, which highlighted poor attendance, patchy consultant engagement and limited educational opportunities, we set up a trainee-led improvement programme, following BMA and NPSA guidance. We used the data from a survey and two audits to guide and evaluate the changes we made.

Safe and effective

The initial audit & survey indicated that handover:

- Took place in an unsuitable location (not confidential)
 - Was rarely bleep-free
 - Was poorly attended
- 50% of trainees felt that the handover system was inadequate to provide safe care.

- ✓ Handover now takes place in a dedicated room, with a bleep reminder being sent 5 minutes before it starts. It includes Advanced Paediatric Nurse Practitioners to improve the quality and utility of the information being handed over.
- In our 2nd audit, 100% of handovers took place in a suitable location. Attendance initially dropped but is now approaching 100%.



Consultant presence

During the initial audit period, only 22% of handovers were attended by a consultant.

- ✓ We asked that each specialty team send a consultant representative to handover on a specified day of the week. Despite this, consultant presence has only increased to 39%.

Educational

Several respondents to the initial survey commented that handover was rarely educational.

- ✓ We introduced a dedicated MS Teams channel, on which trainees and consultants can post, and engage with, educational content related to handover at any time.

Covid-secure

- ✓ Our Covid-secure handover allows a limited number of people to attend in person, with simultaneous live streaming via MS Teams. This has made handover more convenient to attend and has improved attendance by the specialty teams to 96%.

Conclusions and future work

Our trainee-led programme has achieved excellent trainee engagement, resulting in much improved attendance and a positive HEE assurance review in November 2020. Next steps include improving consultant attendance, ensuring a bleep-free handover and eventually moving towards a whole-hospital handover, with greater use of digital solutions.