



Policy and Procedure of Nursing Handover

AMRH/NSG/P&P/002/Vers.02  
Effective Date: May 2022  
Review Date: May 2025

<b>Institution Name: Al Masarra Hospital</b>					
<b>Document Title: Policy and Procedure of Nursing Handover</b>					
<b>Approval Process</b>					
	<b>Name</b>	<b>Title / Designation</b>	<b>Institution</b>	<b>Date</b>	<b>Signature</b>
<b>Written by</b>	Tahra Ahmed Al Balushi	HOD Nursing Affairs	Al Masarra Hospital	19 0 5 22	
<b>Reviewed by</b>	Dr. Said Al Kaabi	Consultant Psychiatrist	Al Masarra Hospital	06 06 22	
<b>Validated by</b>	Ruvilee Ramel-Bueno	Document Manager	Al Masarra Hospital	19 0 5 22	
<b>Approved by</b>	Dr. Bader Al Habsi	Hospital Director	Al Masarra Hospital	15/6/2022	





**Content Table:**

<b>Acronyms .....</b>	<b>3</b>
<b>1. Introduction .....</b>	<b>4</b>
<b>2. Scope .....</b>	<b>4</b>
<b>3. Purpose .....</b>	<b>4</b>
<b>4. Definition .....</b>	<b>4</b>
<b>5. Policy .....</b>	<b>4-5</b>
<b>6. Procedure .....</b>	<b>5-6</b>
<b>7. Responsibility .....</b>	<b>6</b>
<b>8. Document History and Version Control .....</b>	<b>6</b>
<b>9. Related Documents .....</b>	<b>7</b>
<b>10. References .....</b>	<b>7</b>
<b>Appendices .....</b>	<b>8-12</b>
<b>Appendix 1. Audit Tool.....</b>	<b>8-10</b>
<b>Appendix 2. Document Request Form .....</b>	<b>11</b>
<b>Appendix 3. Document Validation Checklist .....</b>	<b>12</b>



### Acronyms

<b>AMRH</b>	Al Masarra Hospital
<b>MOH</b>	Ministry of Health
<b>PRO</b>	Public Relations Officer
<b>P&amp;P</b>	Policy and Procedure
<b>SBAR</b>	Situation, Background, Assessment and Recommendation
<b>Vers.</b>	Version Number



## Policy and Procedure of Nursing Handover

### 1. Introduction

Nursing handover is essential to ensure that critical information is effectively communicated as continuity of information is vital to the safety and comprehensive care of the patients.

### 2. Scope

This document is applicable to all healthcare team of Al Masarra Hospital (AMRH) but will particularly apply to all Nursing personnel who has a direct role in patient care.

### 3. Purpose

- 3.1 To provide a standard on how to perform the Nursing handover in order to achieve the efficient transfer of high quality clinical information during the transition of responsibility for patients.
- 3.2 To provide a framework for Nursing handover based on best evidence.

### 4. Definitions

- 4.1 **Handover:** the transfer of professional responsibility and accountability for some or all aspects of care for a patient, or group of patients, to another staff or member of the healthcare team on a temporary or permanent basis.
- 4.2 **SBAR Communication:** SBAR stands for situation, background, assessment, and recommendation. It is a communication tool that adapted for use in different situations in order to frame a conversation in useful and concise way among caregivers.

### 5. Policy

- 5.1 Handover is considered essential for the continuity of patient care.
- 5.2 Patient confidentiality must be a priority in patient handover.
- 5.3 Handover must be taken place in cases such as the following:
  - 5.3.1 Nurses' end of rotation



- 5.3.2 Relieving assigned nurse to patient
- 5.4 Handover must be read in conjunction with the time of transfer of patient policy where patient is moved from one area or ward to another.
- 5.5 Handover is a formal process that must cover the following criteria:
  - 5.5.1 Name of the patient.
  - 5.5.2 Duration of contact with the service.
  - 5.5.3 Diagnosis.
  - 5.5.4 Treatment plan.
  - 5.5.5 Prognosis.
- 5.6 The handover must be done on a daily basis or accordingly.

## 6. Procedure

- 6.1 The assigned staff should bring a list of his patients and discuss them in a sequence.
- 6.2 The acute cases should be prioritized and discussed during the handover.
- 6.3 Continuity of information should be considered vital to the safety of the patients.
- 6.4 All nursing personnel should be involved and should participate in performing handover.
- 6.5 Sufficient and relevant information should be exchanged to ensure patient safety.
- 6.6 SBAR communication technique must be used between all doctors, nursing staff and allied health professionals to protect and ensure patient's safety at all time.
- 6.7 SBAR Steps:
  - 6.7.1 **Situation:** a concise description of the patients' current situation; what is happening at present time.
  - 6.7.2 **Background:** current patient data that is relevant to patient's current problem:
    - 6.7.2.1 Provide the patient's name, location, admission date, and diagnosis.
    - 6.7.2.2 Give the patients' medical history, allergies and current medications and treatment.
    - 6.7.2.3 Provide patient's subjective data, vital signs, related laboratory test results and the assessment finding.



- 6.7.3 **Assessment:** a summary of nurses' views of the current situation after considering of the data gathered in the background step. In addition, explain the seriousness of the situation and the time frame within the action should be carried out.
- 6.7.4 **Recommendation:** evaluation of what the nurse believes will resolve the situation: interact with the receiver.

## 7. Responsibility

### 7.1 Nurse In-charge Shall:

- 7.1.1 Ensure the competency of the staff in giving the proper handover of patients' condition.

### 7.2 Staff Nurse Shall:

- 7.2.1 Provide proper, sufficient and updated information of patients' condition.
- 7.2.2 Identify the critical result, initiate the communication, and document the outcome in a timely fashion.



## 8. Document History and Version Control Table

<b>Document History and Version Control</b>			
<b>Version</b>	<b>Description of Amendment</b>	<b>Author</b>	<b>Review Date</b>
1	Initial Release	Tahra Al Balushi	February 2021
2	Review & Update	Tahra Al Balushi	May 2025
<b>Written by</b>		<b>Reviewed by</b>	<b>Approved by</b>
Tahra Ahmed Al Balushi		Dr. Said Al Kaabi	Dr. Bader Al Habsi

## 9. Related Documents

### 9.1 Appendix 1. Audit Tool



## Appendices

### Appendix 1. Audit Tool

Department: \_\_\_\_\_

Date: \_\_\_\_\_

S.N.	Audit Process	Standard / Criteria	Yes	Partial	No	N/A	Comment
1.	Observation Interview	Is the handover taken place in the following cases? <ul style="list-style-type: none"><li>Nurses' end of rotation</li><li>Relieving assigned nurse to patient</li></ul>					
2.	Observation Interview Document Review	Is the handover read in conjunction with the time of transfer of patient policy where patient is moved from one area or ward to another?					
3.	Observation Interview Document	Is the staff following a formal process of handover covering the following criteria? <ul style="list-style-type: none"><li>Name of the patient.</li><li>Duration of contact with the service.</li><li>Diagnosis.</li></ul>					





Policy and Procedure of Nursing Handover

AMRH/NSG/P&P/002/Vers.02  
 Effective Date: May 2022  
 Review Date: May 2025

	Review	<ul style="list-style-type: none"> <li>• Treatment plan.</li> <li>• Prognosis.</li> </ul>					
4.	Observation Interview	Is the handover done on a daily basis or accordingly?					
5.	Observation Interview Document review	Is the assigned staff bringing a list of his patients and discusses them in a sequence?					
6.	Observation Document review	Are the acute cases prioritized and discussed during the handover?					
7.	Observation Interview	Is the continuity of information considered vital to the safety of the patients?					
8.	Observation Interview	Are all nursing personnel involved and participated in performing handover?					
9.	Observation Document review	Are sufficient and relevant information exchanged to ensure patient safety?					



10.	Observation Interview Document review	Is the <b>SBAR communication technique</b> used between all doctors, nursing staff and allied health professionals to protect and ensure patients' safety at all times?					
11.	Observation Interview Document review	Is the SBAR Steps followed? <ul style="list-style-type: none"><li>• Situation</li><li>• Background</li><li>• Assessment</li><li>• Recommendation</li></ul>					

**Audit Process:**

1. Observation
2. Interview
3. Document Review

**Appendix 2. Document Request Form**

<b>Document Request Form</b>			
<b>Section A: Completed by Document Requester</b>			
1. Requester Details			
Name	Tahra Ahmed Al Balushi	Date of Request	May 2022
Institute	Al Masarra Hospital	Mobile	24873016
Department	Nursing Affairs Department	Email	ummahmmod@gmail.com
The Purpose of Request			
<input type="checkbox"/> Develop New Document	<input checked="" type="checkbox"/> Modification of Document	<input type="checkbox"/> Cancelling of Document	
1. Document Information			
Document Title	Policy and Procedure of Nursing Handover		
Document Code	AMRH/NSG/P&P/002/Vers.02		
<b>Section B: Completed by Document Controller</b>			
<input checked="" type="checkbox"/> Approved	<input type="checkbox"/> Cancelled	<input type="checkbox"/> Forward To:.....	
Comment and Recommendation:			
Name	Ruvilee Ramel-Bueno	Date	May 2022
Signature	<i>R. Bueno</i>	Stamp	





**Appendix 3. Document Validation Checklist**

Document Validation Checklist					
Document Title: Policy and Procedure of Nursing Handing Over			Document Code: AMRH/NSG/P&P/002/Vers.02		
No	Criteria	Meets the Criteria			Comments
		Yes	No	N/A	
<b>1.</b>	<b>Approved format used</b>				
1.1	Clear title – Clear Applicability	✓			
1.2	Index number stated	✓			
1.3	Header/ Footer complete	✓			
1.4	Accurate page numbering	✓			
1.5	Involved departments contributed	✓			
1.6	Involved personnel signature /approval	✓			
1.7	Clear Stamp	✓			
<b>2.</b>	<b>Document Content</b>				
2.1	Clear purpose and scope	✓			
2.2	Clear definitions	✓			
2.3	Clear policy statements (if any)	✓			
<b>3.</b>	<b>Well defined procedures and steps</b>				
3.1	Procedures in orderly manner	✓			
3.2	Procedure define personnel to carry out step	✓			
3.3	Procedures define the use of relevant forms			✓	
3.4	Procedures to define flowchart			✓	
3.5	Responsibilities are clearly defined	✓			
3.6	Necessary forms and equipment are listed	✓			
3.7	Forms are numbered	✓			
3.8	References are clearly stated	✓			
<b>4.</b>	<b>General Criteria</b>				
4.1	Policy is adherent to MOH rules and regulations	✓			
4.2	Policy within hospital/department scope	✓			
4.3	Relevant policies are reviewed	✓			
4.4	Items numbering is well outlined	✓			
4.5	Used of approved font type and size	✓			
4.6	Language is clear, understood and well structured	✓			
Recommendations ... For implementation ..... More revision ..... To be cancelled.....					
Reviewed by: <u>Kunooz Al Balushi</u> Reviewed by: <u>Ruvilee Ramel-Bueno</u>					

