

(Emergency Department Handover Communication): Quality Improvement

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Quality improvement is the foundation of advancement for the nursing profession and healthcare. Quality improvement is a specific form of data collection that monitors the outcomes of care processes and uses improvement methods to design healthcare changes (Johns Hopkins Medicine, 2022). Quality improvement will use data collected from studies, feedback, and the outcomes of systems (Johns Hopkins Medicine, 2022). Quality improvement utilizes a root cause analysis tool to base every study, then will utilize flow charts and diagrams to complete each study (QSEN Institute, 2020). The article is a three-step qualitative quality improvement study on inefficient patient handovers from the emergency department (Tobiano et al., 2021). Ensuring adequate handovers from the emergency department to the inpatient floors is the foundation of quality care for each patient.

Article Summary

The article discusses the topic of inadequate patient handovers from the emergency department to inpatient units (Tobiano et al., 2021). The study is a coproduced and prototyped three-step intervention plan; then, the Handover Evaluation Scale will evaluate the study (Tobiano et al., 2021). The article shows that handover communication is the cause of twenty-five to forty percent of adverse events (Tobiano et al., 2021). Quality improvement of handover communication within the emergency department will significantly decrease the occurrence of adverse events throughout all inpatient units and the emergency department.

Introduction

The article is a three-step qualitative study on inadequate handover communication from the emergency department to inpatient units (Tobiano et al., 2021). The article discusses that the lack of communication during a patient handover from one professional group to another is the cause of twenty-five to forty percent of adverse events and eighty percent of omission errors (Tobiano et al., 2021). The article is a quality improvement study due to the discussion of continuous improvement of the focused topic of handover communication (Tobiano et al., 2021). The study shows that quality improvement of handover communication has been discussed, studied, and standardized in the past with no significant improvement (Tobiano et al., 2021).

References

Johns Hopkins Medicine. (2021). *Quality improvement*.

<https://www.hopkinsmedicine.org/nursing/center-nursing-inquiry/nursing-inquiry/quality-improvement.html>

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