

EFFECTIVENESS OF IMPLEMENTING HANDOVER ON PATIENT AND NURSE SATISFACTION IN HOSPITAL: A SYSTEMATIC REVIEW

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ABSTRACT

Background: Eighty percent of incidents in hospitals are caused by failure of nurse communication during handover, which result in treatment delay, medication error, and patient fall. Poor communication at the time of handover can endanger patient safety. This study aimed to identify the effectiveness of implementing handover on patient and nurse satisfaction.

Subjects and Method: This was a systematic review. The PICO research question as follows. Population: nurse and patient. Intervention: good nurse handover. Comparison: poor nurse handover. Outcome: patient and nurse satisfaction. The articles were obtained from four databases: PubMed, EBSCO, Garuda, and Cochrane Library. The keywords were Nurse OR Patient AND Handover Nurse OR handoff AND Patient Satisfaction OR Nurse Satisfaction. Full-text articles in English and Indonesian from 2017 to 2022, were included in this review. The steps of meta-analysis followed PRISMA flow diagram. Critical Appraisal Skills Programme (CASP) checklist was used for critical appraisal.

Results: A total of 8 articles from Jordan, the Netherlands, Indonesia, India, Taiwan, USA, and China, were selected for the systematic review. All articles were declared valid, reliable, and applicable based on CASP. The research design included cohort study (1), quasi experimental study (4), and cross-sectional study (3). All studies reported that handover implementation improved patient and nurse satisfaction. Handover implementation covered all phases of management, including between shifts, between rooms, between units (nurses and doctors), between nurse and nursing students, bedside handover communication method, and Situation, Background, Assessment, Recommendation (SBAR) communication method, could provide satisfaction to patients and nurses. The longer the study period, the better in developing and improving communication between the service provider team and patients.

Conclusion: This review provides evidence that the implementation of handover result in patient and nurse satisfaction, increase nurse and patient knowledge, and reduce the incidence of malpractice.

Keywords: handover, satisfaction, patient, nurse.

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