

Nursing handover video: Practice activities

(Answers are provided in the end of the activities)

Activity 1: Language strategies used in oral handovers

Read the video transcript below and match the following with the numbers in the script. The first one has been done for you.

- (1). Greeting to start the handover
- (). Giving explanation
- (). Asking for clarification
- (). Checking for correct information
- (). Confirming information
- (). Asking necessary questions
- (). Closing to finish the handover
- (). Giving information

Handover of BED 1

Video transcript: Match the following numbers with the strategies above.

1

Maddy: **Good afternoon. My name is Maddy, a student nurse from the university. I'm here for the shift handover.**

Anna: **Hi Maddy. I'm Anna.** Please take a seat.

M. Thank you.

A. We have had a very busy morning and I will be looking forward to going home. Is it still raining much outside?

M: It was bucketing down when I got off the bus!

A: Lucky I brought my big umbrella then. Right, I'd like to tell you about all the patients on this ward. Starting with Bed 1.

2

John Smith is a 45 year old male who had a motorbike accident on his way home from work. He was admitted to ED (Emergency Department) at 2300hrs on the 1st of August with a frontal lobe contusion.

3

M: **Sorry I don't know that word contusion. Could you please explain?**

4

A: **Sure. In this case, it means concussion.**

M: Thank you.

A: He has breaks in his right arm and hand and has had surgery including metal plates inserted into his arm. He also has deep grazes on his left knee and ankle, and stitches in his right hip and shoulder.

5

M: **Stitches in the right hip and shoulder?**

6

A: **Yes, that is right.** All dressings have been changed this morning at 0900 hrs. He is on a self-administered morphine drip and he is also on an antibiotic drip. He has had injections to prevent blood clotting and his pain is quite manageable with the medication he is on.

Dr. Singh has requested that he stay in hospital for at least another 3 days.

He needs some observation and testing regarding memory loss.

His right arm is in a cast and he will need regular monitoring and a physiotherapy session later in the afternoon at 1600 hours.

7

M: **Will somebody come to collect him or do I need to take him downstairs?**

A: Jenny from downstairs usually comes to collect him.

I have just checked his vital signs and John is stable with his blood pressure at 135/95, which is a little bit high and so you'll need to watch that. His other vitals are fine, his other obs...

8

OK, so let's move on to Bed 2.

Activity 2: Developing understanding of the ISBAR structure from an oral handover

Using the above video transcript for Bed 1: Match the numbers with the ISBAR structure. Some numbers will be relevant to more than one section.

- Introduction (eg. date, time of patient admission)* ()
- Situation (eg. patient name, age, gender, reason for admission) () + ()
- Background (eg. presenting symptoms, medication) ()
- Assessment (eg. observations) () + ()
- Recommendations (eg. future care) () + ()

Activity 3: Listen to the video of the handover and take notes to fill in the missing information

Handover of BED 2

1. Mrs Mei Hou is an 82 year old female. On July 26th she had a fall and broke her ----- as she got out of her car. She was admitted into ED and had ----- and ----- inserted.
2. She was off ----- yesterday and has one ----- Forte every 4 hours since. The last one was at ----- hours. Her ----- is fine and her ----- is normal. Her mobility is still ----- though and she needs assistance with her -----.
3. She could go to the bathroom by herself but we need to ----- her and ask her to slow down. She often forgets she has had surgery.
4. She likes to read a lot at night but we try to ----- off by 2200 hours so that she gets enough rest to recover.
5. Dr. Ellis has requested that she be in hospital for at least ----- . She needs to complete her initial -----.

Answers to activity 1

- (1). Greeting to start the handover
- (4). Giving explanation
- (3). Asking for clarification
- (5). Checking for correct information
- (6). Confirming information
- (7). Asking necessary questions
- (8). Closing to finish the handover
- (2). Giving information

Answers to activity 2

6. Introduction (eg. date, time of patient admission)* (2)
7. Situation (eg. patient name, age, gender, reason for admission) (2) + (4)
8. Background (eg. presenting symptoms, medication) (6)
9. Assessment (eg. observations, pain) (7) + (6)
10. Recommendations (eg. future care) (6) + (7)

*Please note that for a written report the date and time you received the handover is important too.

Answer to activity 3

1. Mrs Mei Hou is an 82 year old female. On July 26th she had a fall and broke her **left hip** as she got out of her car. She was admitted into ED and had **surgery** and **metal plates** inserted.
2. She was off **morphine** yesterday and has one **Panadeine** Forte every 4 hours since. The last one was at **1200** hours. Her **blood pressure** is fine and her **temperature** is normal. Her mobility is still **limited** though and she needs assistance with her **morning shower**.
3. She could go to the bathroom by herself but we need to **watch** her and ask her to slow down. She often forgets she has had surgery.
4. She likes to read a lot at night but we try to **turn the lights** off by 2200 hours so that she gets enough rest to recover.
5. Dr. Ellis has requested that she be in hospital for at least **2 more days**. She needs to complete her initial **phase of physiotherapy**.