

Nursing Handover: Introduction Video (Transcript)

Welcome to the Nursing Shift Handover video module. This module consists of three key parts:

- This power point presentation
- The handover video
- And exercise activities

The aim is

- to learn the process of a shift handover
- to learn how nurses use different language strategies in their communication
- and to learn how to take notes

In the video we will show you a handover with two patients' scenarios. The main purpose of the video is not to address medical knowledge but to show you the process of a shift handover and the typical language used between nurses. You may watch the video a few times and take notes on how nurses use different language in the dialogue of a handover.

A handover is often required before starting and ending a shift in clinical situations.

Two types of handover can occur:

- A written patient report
- And an oral face-to-face handover report

Sometimes the oral handover is conducted at a nurses' station or can be recorded. It can also be conducted at the patient's bedside. This allows patient input and patients do have the right to know about their medical condition and the treatment required.

After you watch the handover video you will notice that handover dialogue uses a variety of strategies to enhance the clarity of communication. These are:

- Greeting and introduction

- Giving information and explanation
- Asking for clarification
- Checking for correct information
- Confirming information
- Asking necessary questions
- And closing to finish the handover

A handover has structure which is termed ISBAR. This is an abbreviation for

- Introduction
- Situation
- Background
- Assessment
- and Recommendation

There are three activities for you to practice, and to help you practice a handover. We will encourage you to do all of the activities after watching the video and you may need to watch it several times to complete these activities.