

## Abstract: The impact of bedside handover on patient and nurse satisfaction and quality of care

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### Background

Nurse-to-nurse communication is the most important communication method to transfer information among nurses.

### Aim

To investigate the impact of bedside handover on patient and nurse satisfaction and quality of care.

### Methods

A systematic review of the literature and an onsite survey at the Thoracic and Vascular Surgery ward of a tertiary referral centre was performed. A separate questionnaire was used to measure nurses' and patients' satisfaction on various aspects of the bedside handover.

### Results

53 out of 336 patients (response rate = 16%) and 15 out of 27 nurses (response rate = 56%) participated. 64,2% of the patients were male with a mean age of 59.9 years (SD= 15.3 years). 80% of the nurses were female and the mean age was 39.7 years (SD= 14.5 years).

The vast majority of patients (94.3%, n= 50) experienced bedside handover as positive. Patients report that they find it positive meeting the nurse responsible for them. Half of patients (54.7%, n=29) report to be involved during the bedside handover. The majority of patients (77.4%, n=41) report to have no difficulties with information being exchanged in the patient room and rather disagree that bedside handover would violate their privacy.

66.7% (n=10) of nurses report patients to be better and more accurately informed following bedside handover. In addition, 66.7% (n=10) of nurses perceive that they can better assess a patient using bedside handover technique. Although nurses often have doubts about bedside handover, one third of the nurses feel comfortable, even very comfortable with bedside handover.

### Conclusion

Nurses and patients are generally positive about bedside handover. However, nurses and a minority of patients report some concerns about privacy issues