The Hospital at Night (H@N) Wireless Communication System: Understanding handover & critical incident management

The Hospital @ Night (H@N) Problem
- Out of hours patient care accounts for 75% of the year & is primarily provided by junior staff, with senior staff being on call for support
- There is a need to maximize limited clinical resources and effectiveness in out of hours care
- A new wireless communication system implemented at Nottingham has been shown to enhance patient safety & quality of care (Blakey et al., 2012; BMJ)

Handover under the old H@N System

Handover under the new H@N System

Workflow Management under the two Systems

Our Proposed Study
- Interviews with experienced users, i.e., co-ordinators, junior & senior doctors, of both systems
- Understanding handover
  Hierarchical Task Analysis (Shepherd & Stammers, 2005): Detailed description of how a handover is performed under both systems
- Understanding critical incident management
  Critical Decision Method (O’Hare et al., 1998; Ergonomics): Detailed account of how users of both systems manage critical events

Future Direction
- Junior doctors’ training opportunities using the new system

Evridiki (Evie) Fioratou[Evridiki.Fioratou@nottingham.ac.uk]
John Blakey^2, Dominick Shaw^2, Sarah Sharples^1 & Jen Martin^1
^1 Multidisciplinary Assessment of Technology Centre for Healthcare, University of Nottingham, ^2 Respiratory Biomedical Research Unit, University of Nottingham