

Changes improve shift handover, resident care



“Each team has a report document that applies to their residents. The process is faster and the information is up to date.”

Sharon Ackles, CCA

“Before, we’d write the information we needed on a sheet of paper. Now, it’s in the handover report.”

Aarin Keller, CCA

RPIW 79

An event at Wascana Rehabilitation Centre’s (WRC) Unit 2-6 has created work standards that have improved resident safety and made shift handovers shorter and more meaningful. The time staff spend documenting resident information has been reduced 68%. The time required to share information at shift handovers, reduced by 57%. Staff now track residents’ tests/appointments electronically and receive alerts when one comes due. Shift-handover changes will be implemented in the remaining 6 WRC units shortly.