



# UNDERSTANDING NURSE KNOWLEDGE EXCHANGE PLUS

In the hospital setting, providing a seamless handoff between revolving shifts of caregivers is critical, as is keeping patients informed, involved and confident in their care. This is where Nurse Knowledge Exchange Plus comes into play. It's a structured, in-depth, in-person handoff between the outgoing and the incoming nurse that puts the patient at the center. Developed by and for nurses, it provides a blueprint for patient safety and communication that all care teams can learn from.

## What are the elements of Nurse Knowledge Exchange Plus?

- 1. A caring, compassionate handoff.** The incoming and outgoing nurses exchange patient information at the patient's bedside, instilling confidence in the patient that there will be continuity of care.
- 2. Safety check.** With each shift, the incoming nurse does an in-room safety check to ensure nothing endangers the patient's safety.
- 3. Introduction of incoming nurse.** The incoming nurse is introduced to the patient in a positive way by the outgoing nurse to inspire confidence in the nurse's skills and ability to provide excellent care over the next shift.
- 4. Care board is updated.** The whiteboard in the patient's room contains the name of the incoming nurse and the patient's care plan so the nurse and patient have a common understanding of care over the upcoming shift.
- 5. Patient understands report.** The patient listens to and is involved in discussing the care plan with the incoming and outgoing nurses to ensure the care provided is consistent, safe and understood by everyone.
- 6. Patient teach back.** Teach back is a quick way for nurses to ensure that their patients understand the care goals for the shift and any special instructions. It helps patients participate in and safeguard their care.
- 7. Relationship development.** The patient develops a relationship with the incoming nurse.

To learn about how to implement NKE Plus in your department, go to:

<http://kpnet.kp.org/qrrm/service2/COE/nke.html>

To take an introductory course on KP Learn, go to:

[learn.kp.org](http://learn.kp.org) and search for Nurse Knowledge Exchange Plus.