A Caring, Compassionate Handoff
The incoming and outgoing nurse exchange patient information at the patient’s bedside, instilling confidence in the patient that there will be continuity of care.

Safety Check
With each shift, the incoming nurse does an in-room safety check to ensure nothing endangers the patient’s safety.

Introduction Of Incoming Nurse
The incoming nurse is introduced in a positive way to the patient by the outgoing nurse to inspire confidence in the skill of the nurse to provide care over the next shift.

Care Board Is Updated
The white board 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.

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 and safe, and understood by everyone.

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.

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 and search for Nurse Knowledge Exchange Plus.