|  |  |  |
| --- | --- | --- |
| **Social processes** | **Resources** | **Organization policies** |
| Promoting effective communication skills   * *Find a balance between the use of scientific language and comprehensible vocabulary during BNH* * *Limit patients’ sense of inadequacy by promoting their personal expression* | Providing specific training for nurses   * *Identify the necessary elements of BNH training programmes and their effectiveness* * *Provide nurses with education on structured handover methods* | Application of a patient-centred care organizational model   * *Consider the pre-existing organizational model before adopting BNH* * *Apply a structured method of BNH* |
| Explanation of the purposes and methods of BNH   * *Provide clear information to patients at admission to help them decide how involved they want to be in BNH* * *Define the degree of involvement expected of patients during BNH* | Adaptation of clinical settings   * *Provide areas that are comfortable for both nurses and patients when practicing BNH* * *Limit patients’ and nurses’ privacy concerns* | Determine when BNH is required according to patients’ clinical condition and clinical setting   * *Avoid repetition of BNH when it is unnecessary, so as not to burden patients* * *Identify the best moment to conduct BNH and maintain the traditional method of handover for the rest of the day* |
| Maintaining collegial moments to discuss patients’ conditions   * *Inform patients that nurses' collegial moments are an integral part of the care process* * *Stimulate the development of nurses’ professionalism and their acceptance of BNH* | Development of informational resources   * *Implement informational activities targeted at patient and nurses* * *Use pocket guides and reminders in rooms, developed in collaboration with patients, to enhance nurses’ compliance with BNH* | Utilization of written nursing records in addition to BNH   * *Simplify the recognition of relevant data and highlight essential updates in written nursing records* * *Make written nursing records available at all times for consultation by patients and nurses* |

**Table 6.** Implications for the nursing practice and research