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Naomi Schneider

CentraCare Health, schneidern@centracare.com

Mary Leyk

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Nursing Bed Side Report: Changing our Relationship with our Patients

Naomi Schneider MBA, BSN, RN, ONC; Mary Leyk MSN, RN-BC, ONC



Shifting the Plan for Relationship Based Care

- ❖ Examined differing practices of Bone and Joint RNs
 - ❖ Taped and verbal Report
 - ❖ Varied report structure
 - ❖ Varied amount of information and content
 - ❖ Varied practices of desired information
 - ❖ Computer time prior to report varied among nurses – 10-25 minutes
 - ❖ Report time varied among nurses – 20-45 minutes
- ❖ Majority of RNs with late clock outs
 - ❖ Some RNs with every shift
 - ❖ 20% of RNs always late with clock outs
- ❖ Task force developed to examine shift report
 - ❖ Bedside RNs recruited
 - ❖ Completed literature review
 - ❖ Met for over 9 months prior to implementation
 - ❖ Input received from all nurses
 - ❖ Asked RNs “What do I really need to know to start my shift?”
 - ❖ Created a template of what nurses need to know to start their shift of patient care
- ❖ Recent PCA report changes resulted in increased efficiency for patient cares

Time to Act! Nurses Walking the Talk

- ❖ Bed side shift report structure change with every RN handoff of care - go-live Tuesday December 18th, 2012
- ❖ Oncoming LPN included in report
- ❖ Off-going RN to prep patients shortly before end of shift
- ❖ Bone and Joint leadership team support was critical component from the start
 - ❖ Present for all RN hand-offs/ shift changes for 2 weeks
 - ❖ Individual feedback debriefing with all RNs
 - ❖ Leadership rounding all patients for patient input
- ❖ Standardized SBAR format, includes My Care Board
- ❖ Oncoming nurses print out Patient Report from Epic, and nurses make plan for report
- ❖ Report starts at bedside no later than 5 minutes after shift change time – no computer time prior to handoff
- ❖ Follow report template , include the patient, complete report in 3-5 minutes per patient
- ❖ Staff educated at unit meetings and 1:1 from task force members
- ❖ Ongoing leadership support during reevaluation
 - ❖ Staff-focused evaluation form for staff use only
 - ❖ “Thanks for sticking to it” gum for all staff
 - ❖ Included in leadership rounding and performance appraisals
 - ❖ Support staff to complete their shift on time – evidence supports
 - ❖ Ongoing meetings with leadership for changes as necessary
- ❖ Revised form with staff feedback

Challenges:

- ❖ Nurses wanting to know their med times
- ❖ Nurses lack of confidence in front of the patient
- ❖ Leadership providing guidance through solutions
- ❖ Support of staff emotions through this dramatic practice change

Innovation Created through Action

- ❖ Decreased RN late clock out hours
- ❖ Verbalized Patient Satisfaction noted on leadership rounds
- ❖ Consistently increasing patient satisfaction scores on HCAHPS and Press Ganey
- ❖ Ongoing follow up of nurses to support the bed side report changes in practice

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