

Bedside Nurse Shift Report: An Opportunity to Partner with Our Patients and Families.

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Bedside Nurse Shift Report...An Opportunity to Partner with Our Patients and Families

6B Medical Surgical Unit

Lehigh Valley Health Network, Allentown, Pennsylvania

Background:

The organization's care delivery model has been patient centered care. Bedside Nurse Shift Report is a sub project of redefining the culture of family presence throughout the organization. A 34-bed medical surgical unit embraced the concept of handoff communication performed at the bedside and became the pilot unit for this project.

Pre-implementation:

Prior to implementation there were a few key steps:

- Development of a standard "Report Card" for utilization by all RNs
- Completion of a time study of the current hand-off between care givers
- Completion of a survey regarding the nurses comments and feelings towards a change in the current handoff report process
- Education for all RNs regarding Bedside Nurse Shift Report and associated evidence to support best practice
- Attendance by all RNs at an in-service with the unit educator and management team focusing on concerns and providing a case scenario of Bedside Nurse Shift Report
- Collaboration between the Quality Dept and pilot unit to identify areas to monitor post implementation
- Development of a patient education brochure that addresses the handoff process

Implementation:

- Support from the management team is essential
- Coaching, coaching, coaching.... Key to success
- Time study was completed again at 4 months to compare
- Staff were validated on their handoff report 6 months post implementation
- Updates both positive and areas of opportunity were sent to the staff weekly for the first 6 weeks

Post Implementation:

- Coaching continues to new staff
- Staff are held accountable to the new process
- Time study proved that handoff was more efficient at the bedside
- Management rounds with patients to ensure compliance
- Staff received survey again at 3 months and 1 year

Measurements:

- Incidental Overtime Dollars
- Patient Satisfaction Scores
- Nurse Sensitive Quality Outcomes
- Staff Attitude Survey

Lessons Learned:

- Pilot unit should have utilized the report card prior to implementation
- Be consistent throughout the education process
- Validate throughout the year
- Management must be vigilant and present to ensure the process is completed correctly
- Coach, coach, coach prior to holding staff accountable

Staff Reactions:

- "Love it, more complete picture of the patient"
- "Involves the patient and family, decreases the questions throughout the day"
- "Visualize the patient together so issues are taken care of"
- "More thorough report"
- "More staff on the unit during report"
- "I get out on time"

