

## Barriers to Bedside Shift Report

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# Barriers to Bedside Shift Report

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## Background

- Inconsistency among staff participating in bedside report
- Response to patients request for increased involvement in care
- Increase patient satisfaction
- Continue nurse-patient relationship
- Increase patient safety

## PICO Question

With RNs on OHU and TOHU, does identification of barriers to bedside report and education improve compliance among nursing staff and improve nurse-patient communication?

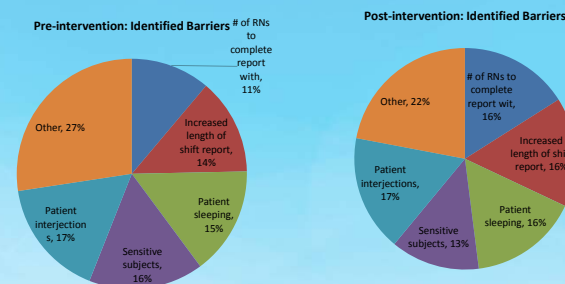
## Evidence

- CINAHL Search Results:
  - 61,154 total articles found; narrowed to 30 articles
  - Key words: “shift report,” “hand off,” “patient safety,” “barrier\*,” “continuity in patient care,” “communication barriers”
  - Levels varied from 4 to 5
- Key Findings:
  - Barriers to bedside shift report:
    - Other functions
    - Time
    - HIPAA
    - Sensitive information
    - Family member presence
    - Disturbing patient
    - Fear of change

## Implementation

- Pre survey
- Education with Management
- Scripting for report
- Laminated bedside report checklist
- Observations by Management daily
- 11 point scoring system with red/green cards
- Post survey

## Results



## Conclusion

- Overall staff comfort with bedside shift report improved after education, however original barriers are still present at decreased levels.
  - 26% Pre-intervention vs 74% Post-intervention
- 65% Pre staff compliance to 77% Post staff compliance

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Bedside Shift Report Checklist	
1	Introduce on-coming RN
2	Re-emphasize bedside shift report (why)
3	Ask family/visitors to leave (if app.)
4	Use Professional Exchange Report Screen
5	Current pain level – goals/target
6	Review Roadmap
7	Assess IV/Drips
8	Direct patient observation requirements
9	Perform room safety check
10	Update Communication Board
11	Closing