

Bedside Shift Report

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BACKGROUND

- HCAHPS Scores on 7C regarding bedside shift report (BSR) were considered low.
- Some nurses expressed dissatisfaction from the current practice of handoff report

PICO

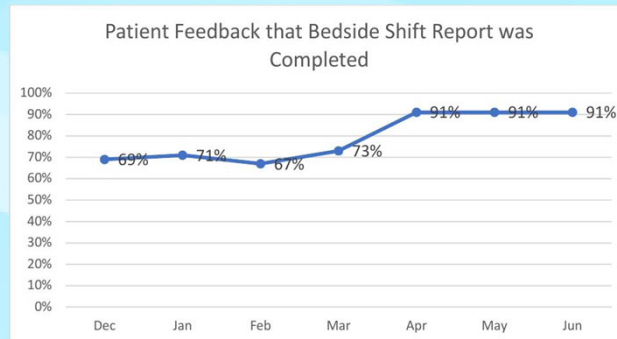
- P** - RNs on 7C
- I** - Handoff report in the patient's room
- C** - Report outside of the patient's vicinity
- O** - Patient satisfaction scores and nurse preference

EVIDENCE

- "Patients' participation, perceptions and understanding of their care, as well as their safety and satisfaction were increased when they participated in bedside handoffs more frequently" (Faloon, Hampe & Cline).
- "Knowing that nursing staff members are getting the information needed to facilitate care decreases patient and family anxiety, and improves patient satisfaction" (Ofori-Atta, Binienda & Chalupka).
- Both actual and potential errors could be caught/quickly corrected to avoid and minimize harm (Manges, Groves & Scott-Cawiezell).
- Bedside Shift Report aids in more experienced nurses acting as a role model for less experienced nurses; creates opportunities for nurses to collaborate and accomplish tasks that would be more difficult to perform alone in the patients' rooms during shift change (Effects of Multimethod Intervention on Bedside Report Compliance and Patient Satisfaction).

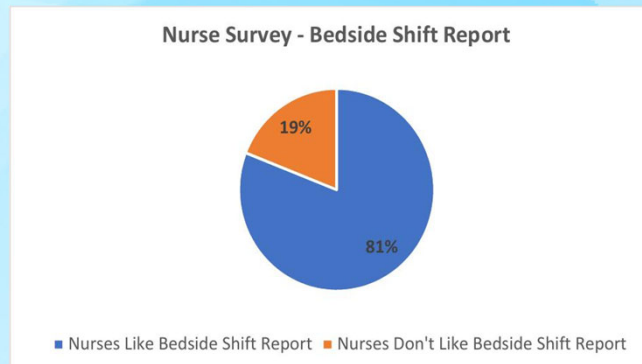
Outcomes

HCAHPS Scores (December, 2019 – June, 2020)



HCAHPS Scores **increased to 91%** in April, May and June.

RN Survey: Bedside Shift Report Preference



81% of nurses on 7C preferred BSR over traditional report.

Implementation

- Rounding on the unit (managers/project members) to ensure compliance with BSR.
- Making presence of BSR known to patient.
- Assessment of HCAHPS Scores to ensure further patient satisfaction.
- Nursing Satisfaction measured by Likert Scale surveys handed out to nursing staff to evaluate the efficacy of BSR.

NEXT STEPS

- Based on positive outcomes, the next steps would be to continue monitoring unit staff to ensure BSR is a routine practice on 7C.

REFERENCES

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