

## Improving Communication Between Nurses at Shift Change in an Adult ICU, 2KS

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# Improving Communication Between Nurses at Shift Change in an Adult ICU

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2KS

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## BACKGROUND

- Bedside shift report is “A process of exchanging vital patient information, responsibility, and accountability between the off-going and oncoming nurses in an effort to ensure safe continuity of care and the delivery of best clinical practices” (Dorvil, 2018).
- Current BSR tool practices lack standardization tailored to ICU settings and needs such as important IV medication drips, invasive lines/drains, wounds, etc.

## PICO

- **P- Adult Intensive Care Units**
- **I- Critical Care specific bedside shift report tool**
- **C- Current bedside shift report practice**
- **O- Impact compliance of bedside shift report and nurse satisfaction**

## EVIDENCE

- There are also positive outcomes for nurses associated with bedside shift reporting that include increased satisfaction and accountability (Jeffs et al., 2013).

**I AM ON TOP!**  
(of bedside shift report)

- ☐ **Introduction**
  - Off-going nurse introduces on-coming nurse and explains they are there to do bedside shift report
  - Include patient in plan of care
  - Update whiteboard
- ☐ **Assessment**
  - Dual RN skin assessment head to toe/first turn
  - Review LDA's including PIV's, CVC's, urinary catheters, NGT/OGT, etc.
- ☐ **MAR**
  - Drips/line reconciliation including appropriate labeling
  - Sign off
- ☐ **Take notice of environment and perform safety check**
  - Bed alarm on
  - Call bell within reach
- ☐ **Orders**
  - Lab's and pending results
  - Restraints
- ☐ **Plan/Barriers to care**
  - Review any tests, procedures, or plans for traveling
  - Review consults, orders, or transfer/discharge planning needed

## OUTCOMES

### PRE-SURVEY RESULTS

	Extremely Unsatisfied (1)	Unsatisfied (2)	Neutral (3)	Satisfied (4)	Extremely Satisfied (5)
Current BSR practice	0	0	3	5	1
Current BSR compliance	0	2	4	2	1
	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
I do BSR regularly	0	4	2	3	0
I sign off drips	0	0	1	5	3
I skin check/turn at shift change w/ RN	4	0	4	1	0
BSR helps me feel more informed	0	1	3	5	0
BSR helps peer accountability	0	0	2	7	0
BSR promotes pt involvement in care	0	1	2	5	1

### POST-SURVEY RESULTS

	Extremely Unsatisfied (1)	Unsatisfied (2)	Neutral (3)	Satisfied (4)	Extremely Satisfied (5)
Current BSR practice	0	0	2	5	2
Current BSR compliance	0	0	1	6	2
	Strongly Disagree (1)	Disagree (2)	Neutral (3)	Agree (4)	Strongly Agree (5)
I do BSR regularly	0	0	5	4	0
I sign off drips	0	0	3	4	2
I skin check/turn at shift change w/ RN	1	4	2	2	0
BSR helps me feel more informed	0	1	2	3	3
BSR helps peer accountability	0	0	2	4	3
BSR promotes pt involvement in care	0	1	2	2	4

## IMPLEMENTATION

- 3/6- Notifying 2KS staff/Pre-Survey
  - Likert scale questions based on nurse satisfaction and compliance
- 3/16 TLC assigned to staff
  - Describing project and individual expectations (due 4/6)
- Study Implementation (4/6-5/6)
  - BSR tool placed in patient rooms
- Post Survey
  - Questions geared to measure new BSR tool effectiveness

## NEXT STEPS

- Barriers to this EBP research study
  - Unable to exchange shift report at bedside for COVID patient population
  - Less staff available to participate in study
- In the future of this EBP topic research
  - 2 KS nurses can continue to perform bedside shift report using the mnemonic BSR tool in order to improve shift change
  - Expand the study by involving other ICUs

## REFERENCES

Dorvil, B. (2018). The secrets to successful nurse bedside shift report implementation and sustainability. *Nursing Management*, 49(6), 20-25. doi:10.1097/01.NUMA.0000533770.12758.44

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