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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”