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

- Pre-intervention: Identified barriers:
  - Patient priority, 12%
  - Length of shift report, 16%
  - Other, 27%
  - Increased length of shift report, 16%
  - Pre-intervention: Identified barriers:
  - Patient priority, 12%
  - Length of shift report, 16%
  - Other, 27%
  - Increased length of shift report, 16%

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

REFERENCES


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