Improving the Patient Experience Through Bedside Shift Report- a Quality Improvement Project
Background

THE GOLD STANDARD FOR PROVIDING PATIENT INFORMATION

IMPACTS PATIENT ENGAGEMENT AND SAFE HANDOFF

COMPLIANCE PROMOTES PATIENT AND NURSE ENGAGEMENT (Gregory et al., 2014)
Local Problem

Setting

- In-patient Med-Surg unit
- 35 beds
- 50 observations
  - 24% completed Bedside Shift Report

1. Job Classification

- Registered Nurses: 40
- PCT's: 9
- Other: 1

2. When giving report, were the RN's/PCT's in the patient's room?

- Yes: 12
- No: 38

Improve BSR
Method

Pilot on Med-Surg unit

Sustainability to include Leadership support, monitor performance, and reinforce expectations

Educational huddles (staff meetings, unit huddles) Five-unit champions

Review and compare 1-month post-implementation observation data
Bedside Shift Report Tools

Bedside Shift Report RN
Go to this today.

Bedside Handover Nursing Assistant
Go to this today.

Bedside Shift Report (BSR) Acknowledgement
Bedside Shift Report is the evidence-based standard of care for handoff in healthcare. Bedside handover improves patient safety, promotes better patient outcomes, and is essential to ensure professional support and continuity of care (Bresnen et al., 2019).

This is performed by both RNs and NCTs. BSR has been shown to:
- Increase patient safety metrics (including reduce and other changes in condition),
- Decrease and severity medication errors (pumps including incorrect, wrong rests, hangings,
- Increase environmental catch (dx considerations, skipping back rounds, mixing equipment,
- Prevents the treating more before BSR,
- Prevents skin concerns (increases accountability between shifts, two sets of eyes on the same care/make on bed).
- Improves patient confidence in the information being handed off.
- Increases patient experience in their plan of care and
- Increases the RN's patient survey scores.

50% unit expectations:
1. Follow the BSR competency checklist that correlates with your position for each patient BSR.
2. Complete RN and NCT rounding the day prior to decrease interruptions during shift change.
3. Include information on BSR, including times 1 x to 7 x, with rounding before patient involvement, values, and expectations upon admission and throughout stay.
4. Educate and orient to BSR to unit leadership within 24 hours of the event.
5. Enter missed events, site events from BSR into BSR within 12 hours.

I agree that I have reviewed the BSR education and am able to complete BSR expectations.

Name:

BN:

Reference:
https://doi.org/10.1111/joan.12617
Created on: 1/31/22, Reviewed 5/20/23
Created by: [Author's Name]
Results/Conclusions

- Total of 55 staff members observed.
  - RN 40%
  - NCT 27%
- 60% of the teammates completed bedside shift report
# Cipher Rounding

<table>
<thead>
<tr>
<th>Unit</th>
<th>Response Count</th>
<th>Percent of Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>1-Sep-22</td>
<td>22</td>
<td></td>
</tr>
<tr>
<td>1-Oct-22</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>1-Nov-22</td>
<td>19</td>
<td></td>
</tr>
<tr>
<td>1-Dec-22</td>
<td>11</td>
<td></td>
</tr>
<tr>
<td>1-Jan-23</td>
<td>39</td>
<td></td>
</tr>
<tr>
<td>1-Feb-23</td>
<td>45</td>
<td></td>
</tr>
<tr>
<td>1-Mar-23</td>
<td>98</td>
<td></td>
</tr>
<tr>
<td>1-Apr-23</td>
<td>101</td>
<td></td>
</tr>
</tbody>
</table>

Tracked from September 2022 - April 2023
Cipher Rounding Question

3. Bedside Shift Report

What happens when the shift changes (when your nurse for today leaves and a new nurse comes in)? Have you been included in the conversation?

- Yes - the staff addresses me directly, discusses my orders and care plan and asks if I have questions
- N/A - patient confused/unable to answer
- No - patient does not recall
- No - care team only talks to each other
- No - care team introduces the oncoming staff but no information is discussed
- No - care team doesn’t come in patient’s room

Would you like to add any additional information?
Implications for Practice

Sustainability
- Unit Leadership support
- Unit audits
- Checklist used as a guide
- Modifications based on unit requirements
  ◊ Medical-surgical vs. Intensive Care Unit

"Bedside shift report has helped reduce call lights."

"Bedside shift report helps catch near misses and provides better patient care!"

"I like bedside shift report because you see in real time what is going on with the patient and can receive patient input."
References

https://doi.org/10.1097/01.NAJ.0000534853.43008.d6

https://doi.org/10.1097/NCQ.0000000000000509


https://doi.org/10.1111/jonm.12746


References, continued


