Improving Patient Safety and Satisfaction with Bedside Shift Report
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Introduction
In its National Patient Safety Goals the Joint Commission on Accreditation of Health Care Organizations (JCAHO) recommends that organizations “implement a standardized approach to handoff communications, including an opportunity to ask and respond to questions.”

PICO Question:
P: Hospitalized adult patients
I: Bedside shift report (BSR)
C: Recorded or non-bedside shift report
O: Improved patient satisfaction, safety, and accuracy of handover

Methods
Google Scholar was used to search the keywords “nursing bedside shift report” and “nursing bedside handover”. Results were filtered for articles published within the last five years. We selected and reviewed four qualitative research articles.

Results
Patient Surveys
• BSR viewed positively
• Gained better understanding of plan of care
• Increased feelings of safety

Nurse Surveys
• 44% agreed that BSR improved patient safety
• 44% agreed that it improved patient outcomes
• Perceived increase in accuracy of handover
• 60% thought BSR was facilitated by support from clinical leaders and improved team performance

Discussion
Pros
• Visualization of handover assessment
• Safety check (room environment, drip checks)
• Prompts incoming RN to ask questions
• Family involvement and teaching opportunities

Barriers
• Confidentiality (shared rooms)
• Sharing sensitive information (prognosis, test results)
• RNs unable to focus in front of patient and/or family
• Confusing patients with medical jargon
• Report interrupted or made lengthy due to frequent questions by patient or family

Recommendations
• Avoid detailed medical jargon
• Break up report into two phases (patient history at RN station, assessment at bedside)
• Give patient opportunity to ask questions

Conclusions
BSR is now a standard for handoff communication, and implementing report in two stages can decrease RN resistance. Including patients in handover report makes them feel more involved and able to make informed decisions regarding their care.

References