Introduction

In today’s complex healthcare system, handoff of patient information during shift report between nurses is a time of risk and liability. The key to ensuring quality care in practice is effective communication between healthcare professionals and patients. With the massive amounts of information available patients are more knowledgeable about their health and want to be involved in planning their own care. Nurses are faced with the challenge of providing an efficient change-of-shift report that records essential information to promote patient safety, while including the patient in the plan of care process.

PICO Question

**Population:** Bedside shift report among nurses and patients.

**Intervention:** Report handoff in patients’ rooms.

**Comparison:** Bedside shift report vs. traditional report outside of patients’ room.

**Outcome:** To involve the patient in their plan of care, to ensure continuity of care, and to effectively provide patients with safe and quality care.

**Question:** What are the effects of bedside shift report on patient care vs. traditional bedside shift report?

Methods

A literature search was conducted using the PubMed databases, Google Scholar, & EbscoHost. **Keywords:** bedside shift report, handoff communication, benefits, med-surg. **Inclusion Criteria:** Articles within 10 years, inpatient hospitals and adult med-surg patients. The initial search yielded 6 articles, 4 were included for this project.

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<th>Article</th>
<th>Methods</th>
<th>Results</th>
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<td>Sand-Jecklin, Kari. &amp; Jay Sherman. (2014)</td>
<td>Seven medical-surgical units in a large university hospital implemented a blend of recorded and bedside nursing report.</td>
<td>Decrease number of falls and medication errors as well as patients feeling informed and had good explanations at change of shift.</td>
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<td>Cairns, Leslie, Linda Dudjak, Rosemay Hoffmann &amp; Holly Lorenz (2013)</td>
<td>Anonymous 7-question survey using the 5-point Likert scale in a 23-bed inpatient trauma unit.</td>
<td>Patient satisfaction scores increased due to patient being informed and included in their treatment plan.</td>
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<td>Laws, Dawn &amp; Shelly Amato (2010)</td>
<td>Sample included nurses and patients on a rehab unit. Nurses used a standardized reporting sheet.</td>
<td>Bedside shift report improved patient safety, while including the patient in their care-planning process.</td>
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<td>Chaboyer, Wendy, Anne McMurray, &amp; Marianne Wallis (2012)</td>
<td>The study took place on a medical, surgical, and rehab war that had six beds, per room, with a few single and double rooms. The data was collected via semi-structured observation and interviews.</td>
<td>Bedside handover improved the accuracy of the nurse’s report, which, improves patient safety. Ex: Outgoing nurse to remember information and oncoming nurse to ask questions or seek clarification.</td>
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Discussion

In order to ensure patient safety and provide quality care, nurses must strive for accuracy in the reporting process. Beside shift report reflects a patient-centered approach. Patients felt more involved in their care when they heard their report and met their on-coming nurse. Nurses were held accountable and gave more accurate reports.

Conclusions

Effective communication between nurses and patients is essential to ensure quality care. Research shows that bedside shift report is one of the ways patient-centered care can be improved. Not only does implementing bedside shift report improve patient care, but it also increases patient and nurse satisfaction scores. Health care workers are always looking for ways to improve patient care. Involving patients in their plan of care through report can seem like a simple idea, but it has been proven to be a valuable approach to improve patient care.

References


