Increasing Nurses’ Compliance with Bedside Shift Report

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Purpose
➢ To increase nurses’ compliance with performing handoff at the bedside, with the goal of increasing patient satisfaction.

Key Objectives
➢ Understand how the use of a standardized tool for bedside nursing shift report improves the patient experience.
➢ Verbalize the importance of team collaboration when planning and implementing a change project.

Problem
➢ Lack of a standardized tool and process for bedside report during the nurses’ change of shift.
➢ Inconsistencies in the handoff process between nurses on this unit in electronic documentation notes versus paper notes, and bedside versus outside patient’s room versus at the nursing station.
➢ Standardized handoffs lead to better patient experiences; improved patient satisfaction scores; safe and reliable transitions in care; and a more patient-centered experience (AHRQ, 2016).

Theoretical Framework
Kurt Lewin’s Change Model

Unfreezing
• Need for change to bedside shift report/handoff process identified
• Bedside shift report/handoff presented to staff
• Obtained input from staff regarding bedside handoff tool

Moving
• Standardized tool developed and staff educated
• Change planned and implemented
• Monitored staff compliance with process change

Refreezing
• Continued communication of the change process
• Observed staff compliance
• Provided constructive feedback to staff

Results

Observations

<table>
<thead>
<tr>
<th>Positive</th>
<th>Total</th>
<th>Positive % Pre</th>
<th>Positive % Post</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall for patient care unit</td>
<td>48</td>
<td>54</td>
<td>81%</td>
</tr>
</tbody>
</table>

“Nurses always communicated well”

<table>
<thead>
<tr>
<th>Month</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>December</td>
<td>82%</td>
</tr>
<tr>
<td>January</td>
<td>98%</td>
</tr>
<tr>
<td>February</td>
<td>84%</td>
</tr>
<tr>
<td>March</td>
<td>84%</td>
</tr>
</tbody>
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(Press Ganey, 2018)

Methods
➢ Study design: Quasi-experimental, pre- and post-implementation.
➢ Sample population: All registered nurses (RN) on the identified patient care unit (21 RNs total).
➢ Compliance was monitored through observations at the change of shift for each RN for a minimum of two observational instances.
➢ Baseline data from the hospital patient satisfaction survey was compared to post-implementation results at monthly intervals.
➢ The primary outcome measurement was evaluation and comparison of the patient satisfaction question “nurses always communicated well” for the pre- and post-implementation time frame.
➢ A review of aggregated patient satisfaction data was conducted, along with an analysis of the correlations between the use of bedside shift report and patient satisfaction.

Conclusions and Implications for Practice
➢ Increased RN turnover can adversely impact staff compliance with bedside shift report and patient satisfaction.
➢ Staff compliance with bedside shift report improves with a more condensed standardized tool.
➢ Bedside shift report can have a positive impact on patient satisfaction.
➢ Staff input is important to the success of practice change.

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References available upon request