

Shifting To Bedside

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Assessment

Opportunity:

- Improve patient centered care and accurate reporting by implementing bedside shift report on the Rehabilitation Unit (RU) at Blessing Hospital (BH) using a new computerized based parameter.

Driving Forces:

- Nurse manager
- Need for more accurate report
- Patient safety and satisfaction
- Patient involvement in care

Restraining Forces:

- Staff resistance
- Time

Literature Review

- According to research, bedside shift report increases patient involvement and engages them in their care. Improves nurse-patient relationships, report efficiency, and patient satisfaction.¹
- Reduces the potential for mistakes, increases nurse accountability, teamwork, and nurse relationships with each other.⁴
- Reasons why nurses do not do bedside shift report is because it causes longer change of shift report time, as a result of patients interrupting nurses during the process.¹
- Unknown visitors in the room, patients sleeping, and lack of privacy in semi-private rooms.³
- Thinking harder about what is going to be said, as nurses like to use jargon that patients may not understand.²
- Nurse bedside shift reporting is a gold standard by Joint Commission²

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Rehab Unit Nurse Manager, Blessing Hospital

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Informatics Analyst, Blessing Hospital

Planning

Short Term Goal:

- To communicate with the staff members and develop Blessing Automated Record (BAR) content to include in the shift report parameter

Long-Term Goal:

- Hardwire bedside shift report using the BAR parameter

Evaluation Plan for Goals:

- RU nurses will implement bedside shift report each shift using BAR system

Strategies to Hardwire:

- Develop a team including the nurse manager, informatics analyst, and RU nurses who will lead the project into practice

Implementation

Steps:

- Met with nurse manager to discuss implementation and steps
- Developed parameters needed to be included in the shift report
- Spoke with an informatics analyst to determine the process for making BAR parameters
- Developed BAR parameter
- Incorporated nurses on the RU
- Received feedback from the RU nurses on what they wanted included
- Met with informatics analyst and nurse manager to work on content and format for parameter

Strategies for Handling Resistance:

- Involve and educate stakeholders
- Identify the root cause of resistance

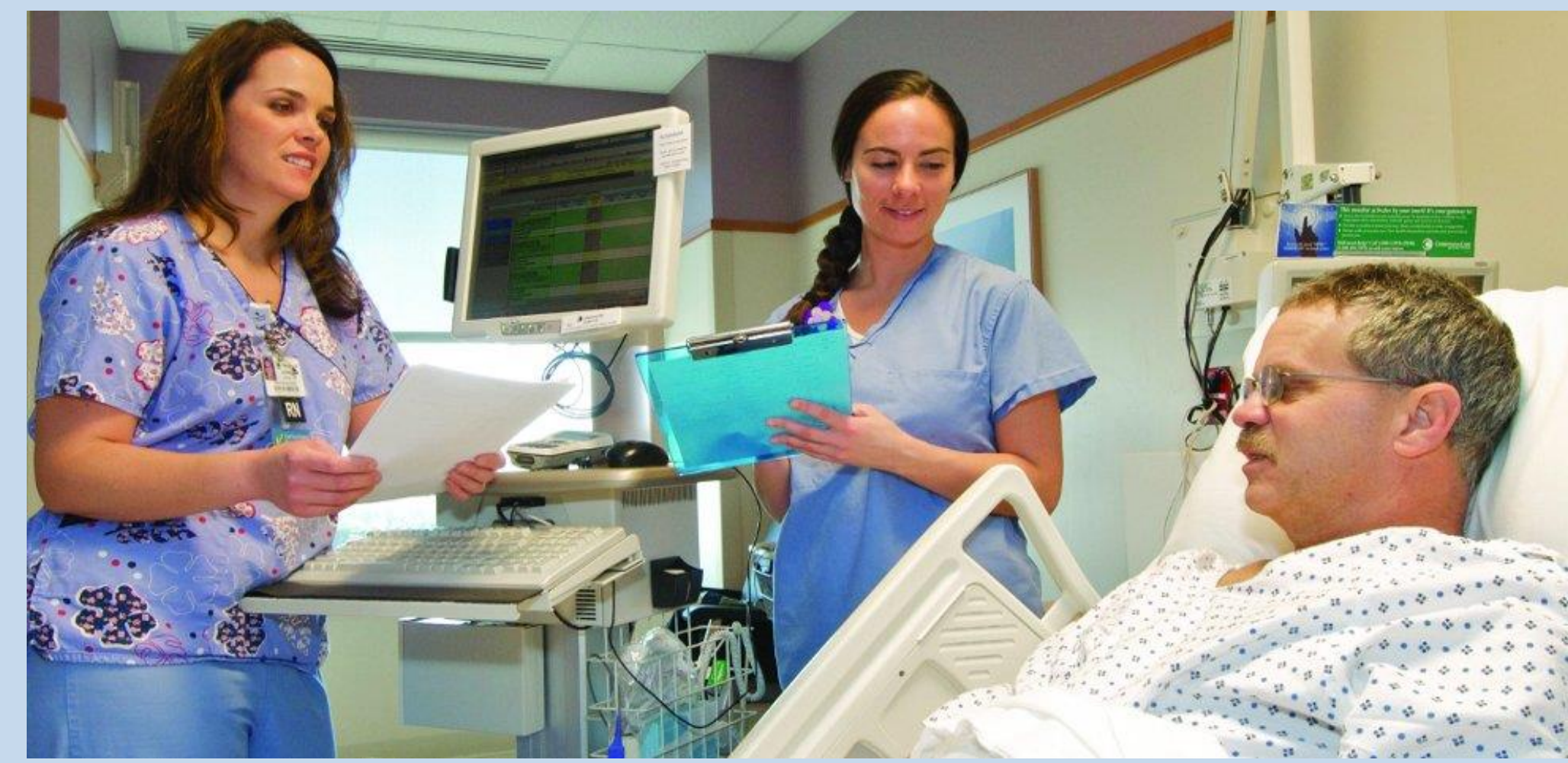


Figure 1.

Evaluation

Evaluation of Change:

- Nurse manager to survey nurses using the computer-based bedside shift report on the RU once implemented into practice

Strategy to Stabilize:

- Assemble a team consisting of the nurse manager along with unit nurses to further implement the change to the other floor nurses

Summary

What We Learned:

- Importance of staff buy in and involvement
- Nurse bedside shift reporting creates accurate information for patient safety
- Communication is extremely important

What We Would Do Differently:

- Seeking stakeholders' involvement sooner

References

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2. Jimmerson, J., Wright, P., Cowan, P. A., King-Jones, T., Beverly, C. J., & Curran, G. (2020). Bedside shift report: Nurses opinions based on their experiences. *Nursing Open*, 8(3), 1393-1405. doi:10.1002/nop2.755
3. Ofori-Atta, J., Binienda, M., & Chalupka, S. (2015). Bedside shift report. *Nursing*, 45(8), 1-4. doi:10.1097/01.nurse.0000469252.96846.1a
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Figure List

Figure 1. Implementing bedside shift report. [Online Image]. (2013).

<https://www.myamericannurse.com/implementing-bedside-shift-report/>