

**Bedside Shift Report:  
A Patient-Centered Approach to Improving  
Satisfaction Scores**

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# **Bedside Shift Report**

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- I have no actual or potential conflict of interest in relation to this program/presentation. No sponsorship or commercial support was given to the author.

## **Learner Objectives**

- Communicate shift report effectively, in a concise, clear
- Provide a patient centered approach to care
- Improve patient satisfaction related to communication

# Bedside Shift Report

## Background

- 32 bed Med/Surg Oncology unit in a large community based hospital had some of the lowest patient satisfaction scores in the Communication Domains
- Effective Communication is a key component for providing quality care

# Bedside Shift Report

## Background

- Institute of Medicine & Joint Commission included “patient centeredness” as an aim for improving healthcare
- Patient centered care defined: “improving health care through the eyes of the patient”
- Patient experiences often use surveys, such as the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)

# Bedside Shift Report

## Background

- Changing the patient experience requires first changing the culture of how nurses communicate with each other & their patients
- One way to improve communication was to commit to bedside shift report
- Historically, shift report took place at the nurses station: one-way communication, lengthy, incomplete, fraught with interruptions

# Bedside Shift Report

## Objectives

- Develop a method for establishing a standardized process for bedside shift report
- Measure the effects of bedside shift report on the patient experience

# Bedside Shift Report

## Methods

- Nurses attended a mandatory educational session, learning the aspects of bedside report
- Each nurse received a handout with evidence based information on bedside report
- A standard tool, based on Situation, Background, Assessment & Recommendations (SBAR) included in their packet

# Bedside Shift Report

## SBAR

- Originally US Navy developed communication tool
- Standardizes communication; simple yet effective
- **S-Situation** - summary of patient: age, gender, chief complaint
- **B-Background** - medical history, allergies, surgical history, social history, medications,
- **A-Assessment** - summary of facts & problem list
- **R-Recommendation** - plan of care for problems



# Bedside Shift Report

## Methods

- Questions & concerns addressed & discussed
- Beginning in Sept 2011 bedside shift report became a mandatory requirement
- Staff shadowed for 2 weeks to observe report process, identify areas of improvement and to provide support for the staff
- Weekly meetings held to address concerns

# Bedside Shift Report

## Concerns

- Patient confidentiality, HIPPA
- Physician buy in
- Involving the patient in the process

# Bedside Shift Report

## Outcomes

### Results:

|   | Before          | After           | Sustained<br>Results<br>2013 | 2014 |
|---|-----------------|-----------------|------------------------------|------|
|   | Jun-Nov<br>2011 | Dec-Jun<br>2012 |                              |      |
| Median Domain Score                       |                 |                 |                              |      |
| Communication with<br>Nurses              | 74              | 80              | 80                           | 77   |
| Nurses treat with<br>courtesy/respect     | 83              | 91              | 88                           | 84   |
| Nurses listen carefully                   | 66.5            | 71              | 75                           | 72   |
| Nurses explain in a way<br>you understand | 64              | 71              | 75                           | 75   |

# Bedside Shift Report

## Outcomes

- Immediate & drastic results were seen related to HCAHPS scores in communication domains
- Improved patient and family involvement
- Nurses able to complete report without interruption which improved workflow
- Safe transition of care between providers

# Bedside Shift Report

## Impact

- Nurses able to visualize their patient within the first 30 minutes of the shift
- Information such as allergies, past history, etc. verified with patient
- Staff mentoring occurred at the bedside
- Promoted an environment of trust and transparency between nurses and patients

# Questions?

