Background

Bedside shift report (BSR) occurs on 3,020,829 patients across 5,723 U.S. hospitals each morning. Communication errors account for 60-80% of all medical errors and preventable adverse events in the acute care setting. An effective BSR is critical in reducing errors.

Translation

Development of 14-part BSR Toolkit:
- BSR Competency
- BSR Fidelity Assessment
- BSR Tips card
- Patient/Family Brochure
- BSR Process Map
- Best Practices: Technology
- Door handlers to identify patients who want to be waken up for BSR
- BSR toolkit & online module disseminated across 10 hospital network
- Participation in faculty development workshop at local SON with all clinical faculty and students to take online BSR training

Translation

• Stakeholder buy-ins including Directors, Nurse Managers, Assist Nurses Managers, Staff Nurses, Unit Secretary and Nursing Professional Development Specialists
• Repeated education design program including traditional education, online education and patient simulation

Patient Survey

Survey conducted Fall 2014 before full BSR implementation
- N=154 patients on medical (non ICU) units (40% < 60%)
- 34% ˃ 59 years; 22% between 70-79 years of age
- 15% white; 85% other
- 44% High School Diploma or GED

Survey conducted Fall 2014 before full BSR implementation
- N=376 RNs from all inpatient units

Next Steps

- Teach towards areas of weakness during simulation education
- Continue repeat education design to reinforce strengths and areas of weakness
- Nursing Education, online education and patient simulation

Conclusions

- BSR implementation requires a culture change
- Expect policy changes to occur with BSR implementation
- BSR implementation is incremental over time

BSR Implementation

- Development of 14-part BSR Toolkit
  - BSR Guide for Invoking Patients and Families
  - Implementation Feedback Tool
  - Trending Vital Signs Tips (2 forms)
  - Charge Nurse BSR Unit Survey
  - White board completion (12%)
  - Patient and nurse satisfaction survey with current BSR process
  - Staff reluctance to change habits
  - Interruptions ↑’d with ↑’d # of patient reports

Process Outcomes

N = 57 fidelity checks across medical (non ICU) inpatient units
- 34 criteria assessed from evidence based BSR competency

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Selected qualitative feedback:
- "My Dad had a very hard time understanding things" They did a great job... and answered all my questions!" -Bedside report is a great idea!"

Contact Information

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