Initiating Bedside Reporting to Improve Patient Outcomes and Satisfaction on an Inpatient Medical Unit

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Purpose: To demonstrate that bedside report increases patients' satisfaction and improves nursing communication of pertinent patient information, thereby promoting continuation and quality of care from shift to shift.

Background/Significance: Our current shift handoff report takes place away from the bedside of the patients being reported on. Research demonstrates that there is an increase in patient sentinel events that occur during shift report when nurses are away from the bedside and patients are less likely to have their needs responded to in a timely manner. Evidence indicates that bedside reporting increases patient satisfaction and decreases medical errors and missed pertinent patient information. In addition, the Joint Commission recommends a standardized approach and interactive communication handoff report process to improve patient safety and reduce communication errors.

Description: With a desire for increasing patient satisfaction and preventing missed pertinent patient information during report, our unit will begin to implement a bedside reporting quality improvement project to promote continuation and quality of care. Bedside report is a standardized change of shift report process where both the oncoming and off-going Registered Nurses (RNs) give a report at handoff and perform an individually focused assessment for each patient at the bedside. During bedside reporting, the oncoming RNs are also responsible for updating the bedside white boards, as well as ensuring to ask each patient if they have any questions or concerns about their plan of care. All RNs will be trained and demonstrate competency on the program objectives.

Evaluation and Outcomes: Upcoming data and results will be collected pre- and post-implementation utilizing staff and patient satisfaction interviews.

Conclusions: As this project is still in progress, preliminary reports from staff are promising. Producing a standardized process for nurse shift handoff will potentially be implemented on other units at our hospital

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