

Enhancing the Patient Experience with Implementation of Bedside Reporting

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Background

- Patient satisfaction hinges on the perception of the overall patient experience.
- Patients want to be included in their plan of care.
- Patients want to meet their oncoming nurse as soon as possible.
- Patients want opportunities to ask questions and discuss their progress.
- Patients prefer not to wait until the end-ofshift change to have their personal needs met.
- Bedside reporting includes the patient in the plan of care.
- Bedside reporting provides the patient with an opportunity to ask questions.
- Bedside reporting provides nurses with an opportunity to evaluate the patient together.
- Bedside reporting provides the patients and nursing technicians with an opportunity to meet at the beginning of the shift.
- Bedside reporting gives patients the opportunity to have their personal needs met quickly during shift change.

"It makes me feel important."

Objective

- Improve the overall patient experience by implementing bedside reporting
- Provide the patient care staff with training on the most efficient method of bedside reporting
- Provide the nursing staff with specific open-ended questions to ask patients during bedside reporting
- Nursing staff will "manage up" (Studer, 2003) their peers during bedside reporting
- Ask the patient if he/she would like to be awakened to participate in bedside reporting if he/she is asleep.

"I look forward to it."

Methods

- Educate nursing and respiratory therapy staff on the benefits of bedside reporting
- Utilize the Patient Satisfaction Committee to oversee and evaluate the process and development of bedside reporting implementation.
- Provide role-playing demonstrations for optimal bedside reporting experiences
- Nursing leadership observed bedside reporting during the implementation period and at unannounced times after implementation was complete
- Nursing leadership interviewed patients following the implementation of bedside reporting

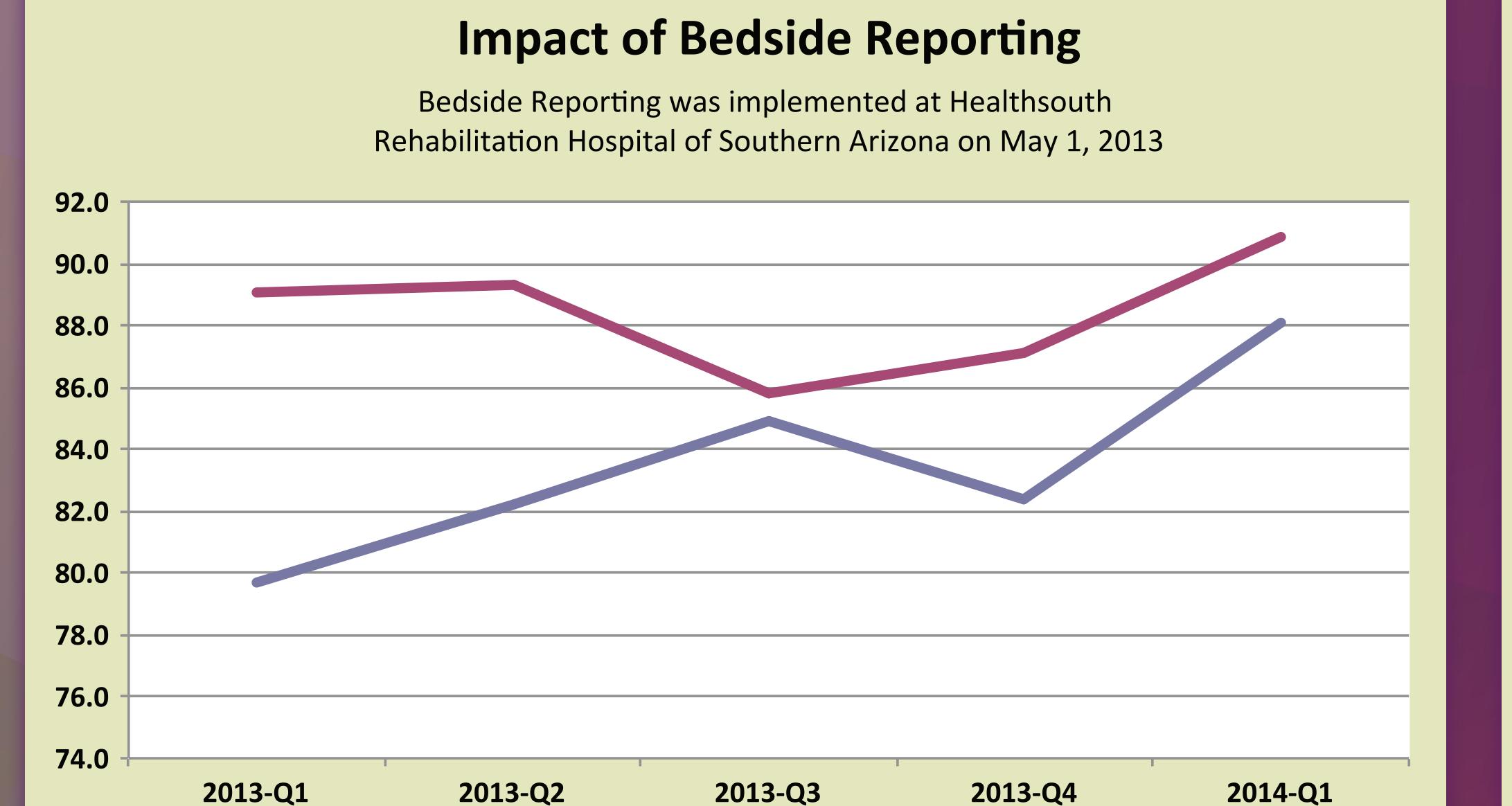
"I like to be included in the conversation, so I can tell them what I want and how I feel."

Conclusions

- Press Ganey® scores reviewed prior to implementation of bedside reporting compared to after implementation of bedside reporting showed greater patient satisfaction in relation to how well they were kept informed about their care, how well the staff worked together and how well their personal needs were met.
- Nurses demonstrated thorough reporting as a result of bedside reporting, which positively impacted patient outcomes.
- A reduction in patient complaints and grievances was observed immediately following implementation of bedside reporting.

"I like it better when people talk to me, not just about me."

"I like meeting my nurse at the beginning of the day."



Southern Arizona B3-How well nurses kept you informed about your treatment and progress
 Southern Arizona G1-How well staff worked together to care for you

"It makes me feel like they know what's going on."

"It makes me feel like they care what I think."

Barriers to Success and Action Taken

Barrier	Action Taken	Response
Staff uncomfortable sharing Personal Health Information (PHI) in semi-private rooms	Discussed bedside reporting with patient at time of admission Set patient expectation to support bedside reporting	Patients were overwhelmingly in favor of bedside reporting
Staff reluctant to awaken patient for bedside reporting	During admission, the patient was asked if they would like to be awakened for bedside reporting.	Two-thirds of the patients interviewed requested to be awakened for bedside reporting at least once a day.
Staff concerned that bedside reporting will take too long and the staff will be required to stay over their shift	Time clock reports monitored for increase in staff hours before, during and immediately following implementation of bedside reporting	An increase in length of shift, averaging ten minutes per nurse, was identified during training and initial implementation, but equilibrated to null overage after two months of bedside reporting
Staff concerned that patient's personal needs will delay the ongoing process of SBAR handoff at the bedside	Nursing techs were encouraged and required to remain on the nursing unit to answer call lights during shift changes until the end of their shift, when they were previously allowed to leave early if shift hand-off was complete.	There was no increase in patient complaints related to staff availability during shift change.

References

Studer, Q. (2003), Hardwiring excellence.
Gulf Breeze, FL: Firestarter Publishing.

"I feel safer."