

#### Background

- Patient handoffs continue to evolve.
- Changes have occurred based on best practice, national safety goals and increasing time constraints.
- With implementation of the EMR, nurses have more information readily available to them, allowing more time to engage the patient and family in their care.

#### The Purpose of Bedside Reporting

- Provide an opportunity to ensure there is effective communication among patients, families and nurses.
- Involve patients in care planning and goal setting, improving outcomes.
- Facilitate sharing information about the patient's condition through a visual assessment at the bedside with the off-going nurse (drains, catheters, IV lines and sites, safety concerns, etc.).
- Emphasize that the off-going nurse is held accountable for the care provided and any undone task.
- Enable The oncoming nurse meets every patient and his or her family during the bedside report. The nurse knows what needs to be done and can prioritize, increasing efficiency and improving time management.
- Increase likelihood that potential mistakes are caught early in the shift change, resulting in timely problem solving.

# Nurse Bedside Reporting What impact does beside reporting have on patient satisfaction?

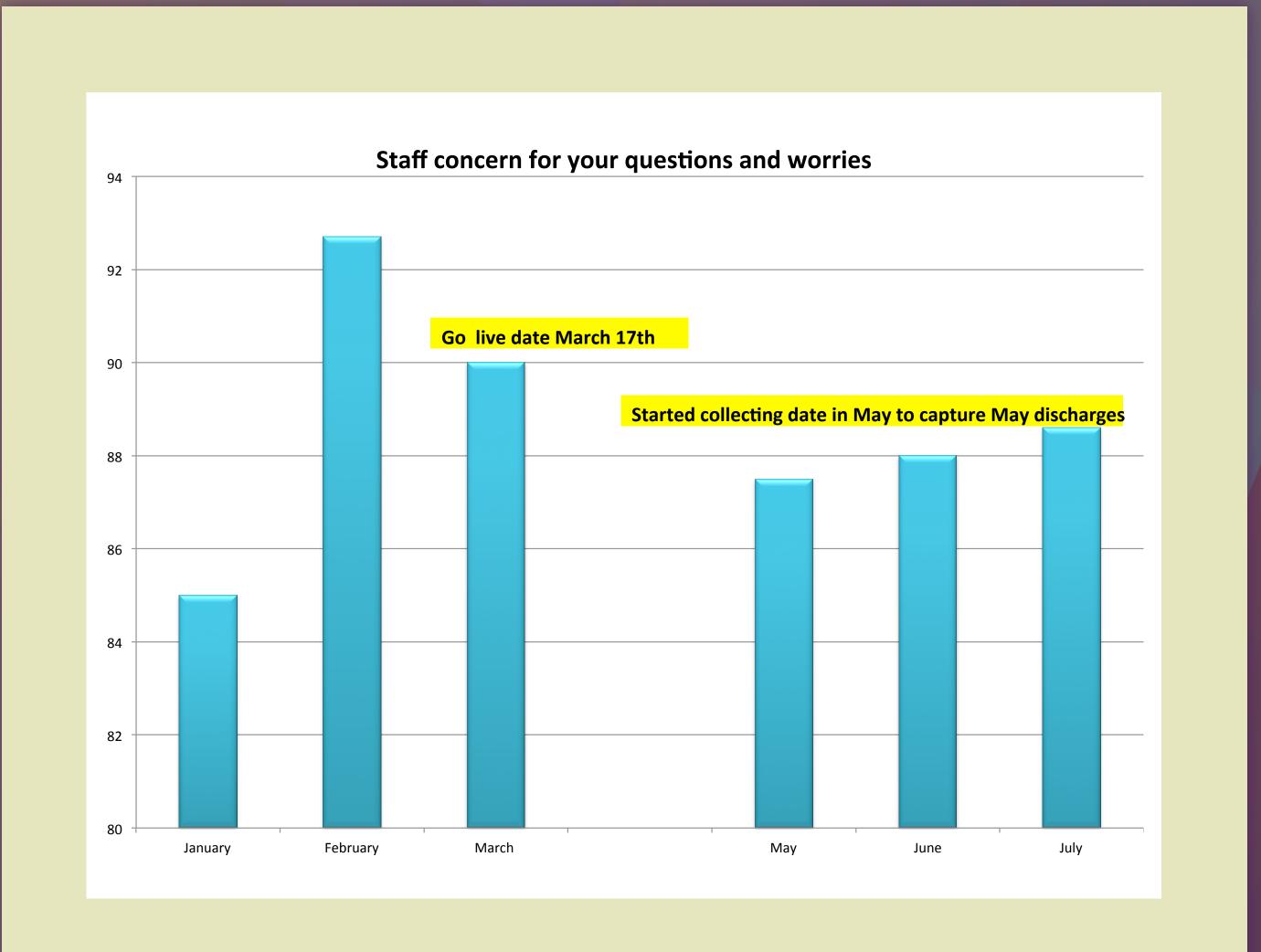
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## Objectives

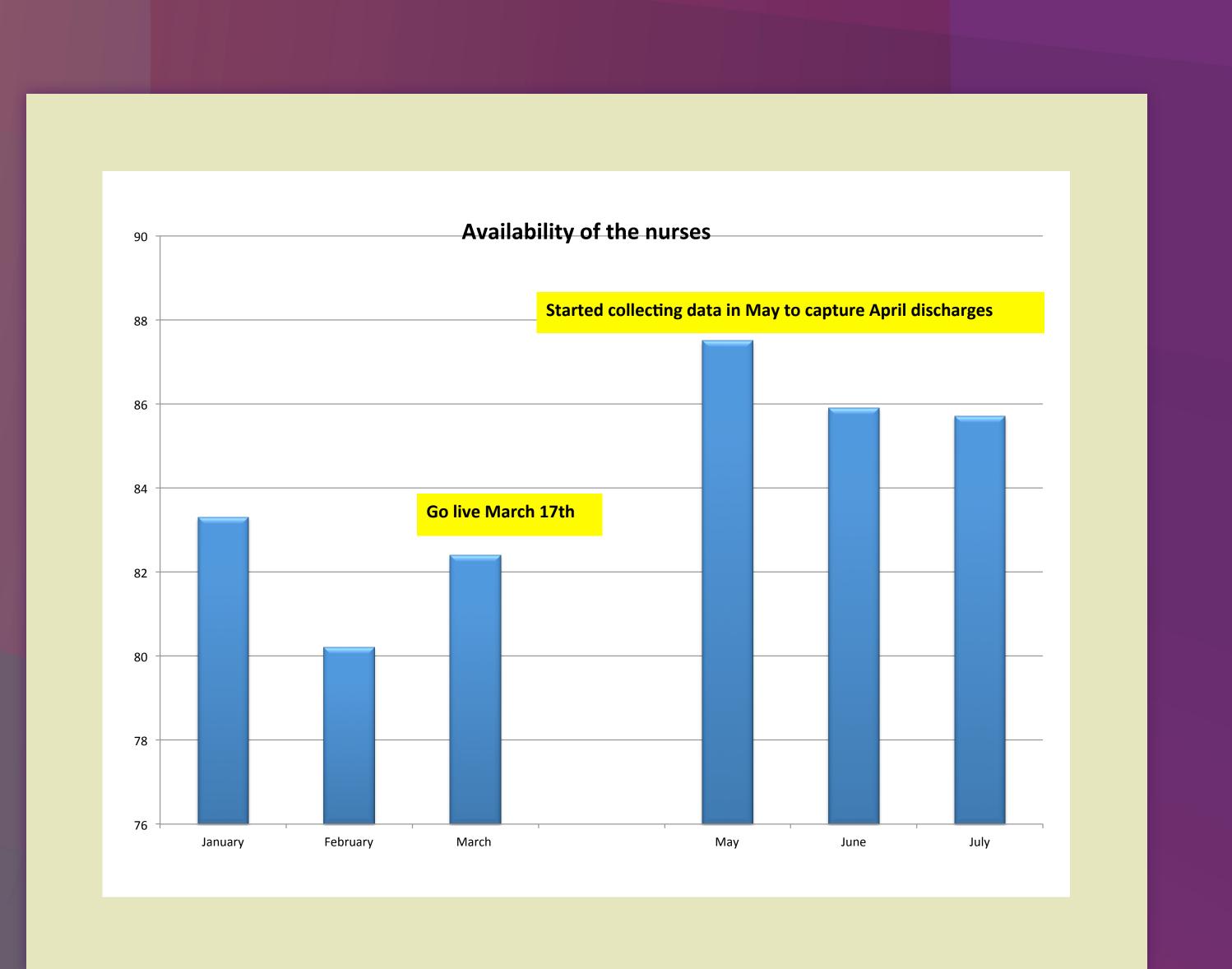
- Improve patient satisfaction by giving accurate information to nurses, patients and families.
- Engage patients in their care and goal setting.
- Make patients the key players in their interdisciplinary teams.

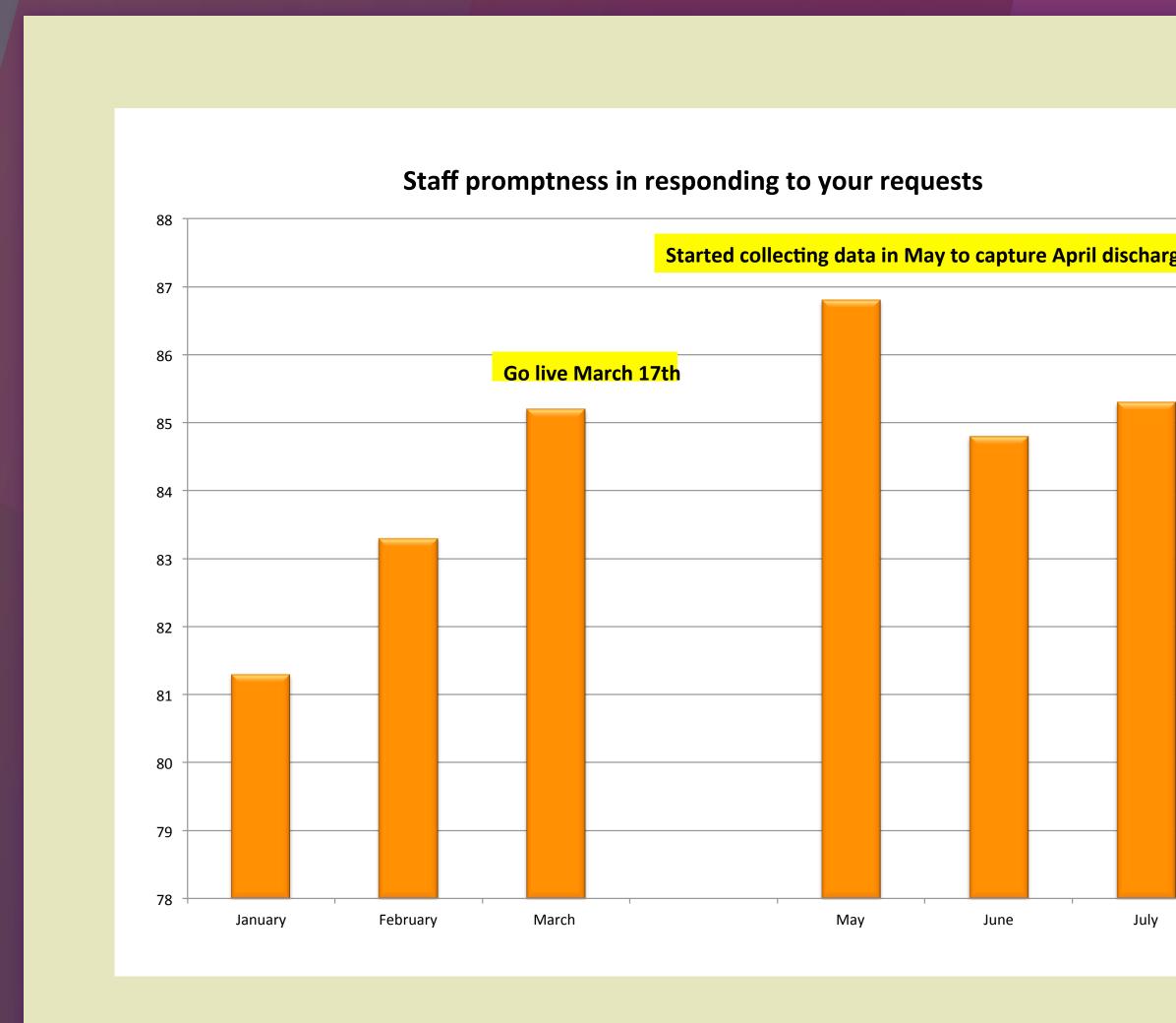
## Methods

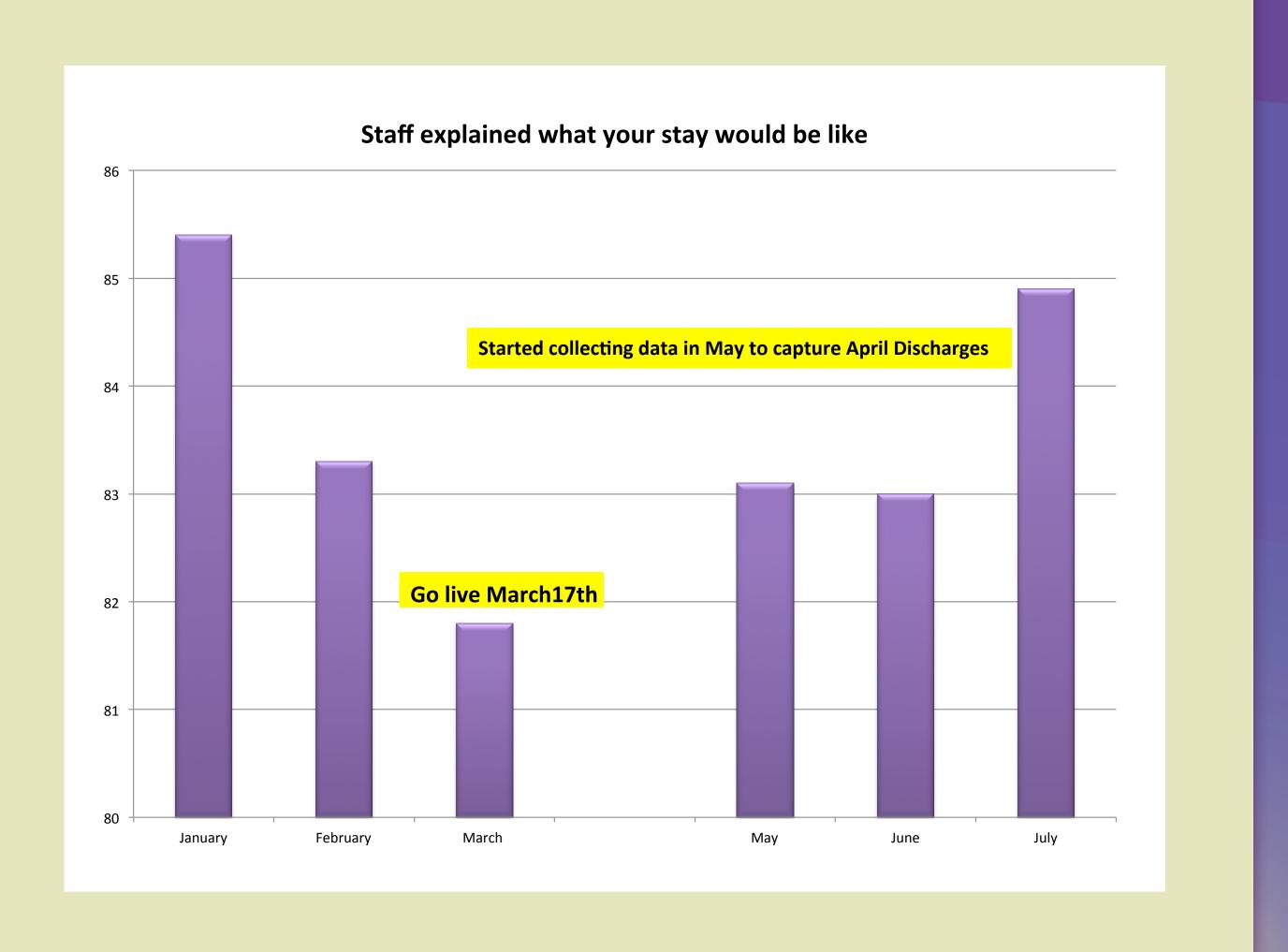
- Educate staff through in-services.
- Set a go-live date of March 17, 2014.
- Identify five key questions from the Press Ganey<sup>®</sup> survey that bedside reporting could directly impact.
- Ensure managers were available on the unit to coach and provide feedback to staff.
- Began monitoring scores in May 2014.











## Conclusion

Four out of five questions from the Press Ganey survey were positively impacted.

#### References

Chaboyer, W., McMurray, A., Johnson, J., et al. (2009). Bedside Handover: Quality Improvement Strategy to "Transform Care at the Bedside." J Nurs. Care Qual, 23(2):136-42.

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