2013

Nursing Bed Side Report: Changing our Relationship with our Patients

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Nursing Bed Side Report: Changing our Relationship with our Patients

Naomi Schneider MBA, BSN, RN, ONC; Mary Leyk MSN, RN-BC, ONC

Shifting the Plan for Relationship Based Care

- Examined differing practices of Bone and Joint RNs
- Taped and verbal report
- Varied report structure
- Varied amount of information and content
- Varied practices of desired information
- Computer time prior to report varied among nurses – 10-25 minutes
- Report time varied among nurses – 20-45 minutes
- Majority of RNs with late clock outs
- Some RNs with every shift
- 20% of RNs always late with clock outs

Task force developed to examine shift report

- Bedside RNs recruited
- Completed literature review
- Met for over 9 months prior to implementation
- Input received from all nurses
- Asked RNs “What do I really need to know to start my shift?”
- Created a template of what nurses need to know to start their shift of patient care
- Recent PCA report changes resulted in increased efficiency for patient care

Time to Act! Nurses Walking the Talk

- Bedside shift report structure change with every RN handoff of care - go-live Tuesday December 18th, 2012
- Oncoming LPN included in report
- Off-going RN to prep patients shortly before end of shift
- Bone and Joint leadership team support was critical component from the start
  - Present for all RN hand-offs/ shift changes for 2 weeks
  - Individual feedback debriefing with all RNs
  - Leadership rounding all patients for patient input
- Standardized SBAR format, includes My Care Board
- Oncoming nurses print out Patient Report from Epic, and nurses make plan for report
- Report starts at bedside no later than 5 minutes after shift change time – no computer time prior to handoff
- Follow report template, include the patient, complete report in 3-5 minutes per patient
- Staff educated at unit meetings and 1:1 from task force members
- Ongoing leadership support during reevaluation
  - Staff-focused evaluation form for staff use only
  - “Thanks for sticking to it” gum for all staff
  - Included in leadership rounding and performance appraisals
  - Support staff to complete their shift on time – evidence supports
  - Ongoing meetings with leadership for changes as necessary
- Revised form with staff feedback

Challenges:

- Nurses wanting to know their med times
- Nurses lack of confidence in front of the patient
- Leadership providing guidance through solutions
- Support of staff emotions through this dramatic practice change

Innovation Created through Action

- Decreased RN late clock out hours
- Verbalized Patient Satisfaction noted on leadership rounds
- Consistently increasing patient satisfaction scores on HCAHPS and Press Ganey
- Ongoing follow up of nurses to support the bedside report changes in practice

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