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

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### Time to Act! Nurses Walking the Talk

- **Bedside shift report structure change with every RN handoff of care - go-live Tuesday December 18th, 2012**
- **Ongoing 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
- **Ongoing meetings with leadership for changes as necessary**
- **Revised form with staff feedback**

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### 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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**References:**


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**Table:**

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**Image:**

A slide presentation titled “Nursing Bed Side Report: Changing our Relationship with our Patients” by Naomi Schneider MBA, BSN, RN, ONC; Mary Leyk MSN, RN-BC, ONC. The slide includes bullet points on shifting the plan for relationship-based care, examining differing practices of bone and joint RNs, taped and verbal reports, and more. It also features a table titled “STANDARDIZED SBAR REPORT” with columns for overview, purpose, goal, methods, results, and conclusion. A slide titled “TIME TO ACT! NURSES WALKING THE TALK” discusses the implementation of bedside shift report changes on December 18, 2012. Another slide titled “CHALLENGES” lists various challenges nurses face, and a slide titled “INNOVATION CREATED THROUGH ACTION” highlights the positive outcomes resulting from the changes. The presentation concludes with references and a table summarizing the key points.