Bedside Shift Report:
A Patient-Centered Approach to Improving Satisfaction Scores

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Bedside Shift Report

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• I have no actual or potential conflict of interest in relation to this program/presentation. No sponsorship or commercial support was given to the author.

Learner Objectives

• Communicate shift report effectively, in a concise, clear
• Provide a patient centered approach to care
• Improve patient satisfaction related to communication
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Background

• 32 bed Med/Surg Oncology unit in a large community based hospital had some of the lowest patient satisfaction scores in the Communication Domains

• Effective Communication is a key component for providing quality care
Background

• Institute of Medicine & Joint Commission included “patient centeredness” as an aim for improving healthcare

• Patient centered care defined: “improving health care through the eyes of the patient”

• Patient experiences often use surveys, such as the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
Background

• Changing the patient experience requires first changing the culture of how nurses communicate with each other & their patients

• One way to improve communication was to commit to bedside shift report

• Historically, shift report took place at the nurses station: one-way communication, lengthy, incomplete, fraught with interruptions
Objectives

• Develop a method for establishing a standardized process for bedside shift report
• Measure the effects of bedside shift report on the patient experience
Methods

- Nurses attended a mandatory educational session, learning the aspects of bedside report
- Each nurse received a handout with evidence based information on bedside report
- A standard tool, based on Situation, Background, Assessment & Recommendations (SBAR) included in their packet
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**SBAR**

- Originally US Navy developed communication tool
- Standardizes communication; simple yet effective
- **S-Situation** - summary of patient: age, gender, chief complaint
- **B-Background** - medical history, allergies, surgical history, social history, medications,
- **A-Assessment** - summary of facts & problem list
- **R-Recommendation** - plan of care for problems
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Methods

• Questions & concerns addressed & discussed
• Beginning in Sept 2011 bedside shift report became a mandatory requirement
• Staff shadowed for 2 weeks to observe report process, identify areas of improvement and to provide support for the staff
• Weekly meetings held to address concerns
Concerns

• Patient confidentiality, HIPPA
• Physician buy in
• Involving the patient in the process
## Bedside Shift Report

### Outcomes

<table>
<thead>
<tr>
<th>Results:</th>
<th>Median Domain Score</th>
<th>Before</th>
<th>After</th>
<th>Sustained Results</th>
<th>2013</th>
<th>2014</th>
</tr>
</thead>
<tbody>
<tr>
<td>Communication with Nurses</td>
<td></td>
<td>Jun-Nov</td>
<td>Dec-Jun</td>
<td></td>
<td></td>
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<tr>
<td></td>
<td></td>
<td>2011</td>
<td>2012</td>
<td>2013</td>
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<tr>
<td>Nurses treat with courtesy/respect</td>
<td></td>
<td>74</td>
<td>80</td>
<td>80</td>
<td>77</td>
<td></td>
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<tr>
<td>Nurses listen carefully</td>
<td></td>
<td>83</td>
<td>91</td>
<td>88</td>
<td>84</td>
<td></td>
</tr>
<tr>
<td>Nurses explain in a way you understand</td>
<td></td>
<td>66.5</td>
<td>71</td>
<td>75</td>
<td>72</td>
<td>75</td>
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</tbody>
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**1/13/2016**
Outcomes

- Immediate & drastic results were seen related to HCAHPS scores in communication domains
- Improved patient and family involvement
- Nurses able to complete report without interruption which improved workflow
- Safe transition of care between providers
Impact

• Nurses able to visualize their patient within the first 30 minutes of the shift
• Information such as allergies, past history, etc. verified with patient
• Staff mentoring occurred at the bedside
• Promoted an environment of trust and transparency between nurses and patients
Questions?