Presbyterian) ORTHOPAEDIC HOSPITAL

A Novant Health Affiliate, Charlotte, NC

Background

70% of sentinel events in hospitals. Nurses report there is a breakdown of communication during shift reports, with some information not |relayed to staff. conveyed accurately. Deficient communication during shift report directly affects patient safety, increases risk of falls, decreases patient satisfaction, and decreases teamwork between staff members (Anderson & Mangino, 2006).

Professional Assumption

Bedside shift reporting improves patient percep-Organizing of Information: tion of communication and teamwork between staff as well as improves patient safety indicators.



Passing the Baton: Effective hand-off at the bedside

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Implementation

Communication Breakdown is a major factor in Novant Health decided to implement nurse bedside reporting at all facilities in early 2011. At Presbyterian Orthopaedic Hospital, Implementation was completed in specific steps to make sure the appropriate information was

Identifying Goals and Outcomes:

1.Improve the accuracy of patient identification for patient safety 2.Improve effectiveness of communication among caregivers 3. Encourage patients active involvement in their own care as a patient safety strategy

Building a Team:

. Recruitment of champions and educators for committee for

- implementation of bedside reporting
- 2. Formed bedside nurse reporting committee
- 3. Organized Meetings

1. Development of education plan for staff

2. Developed hand off form SBARQ

Educating the Staff:

. Video handouts

- 2. Handouts
- 3. Case Studies
- 4. Three check offs to demonstrate competency
- 5. Continuing education through videos
- 6. Education blitz
- 7. Implementation hospital wide early 2011
- 8. Monitoring for staff compliance

Providing Resources:

. Bundle 1 information available on Intranet

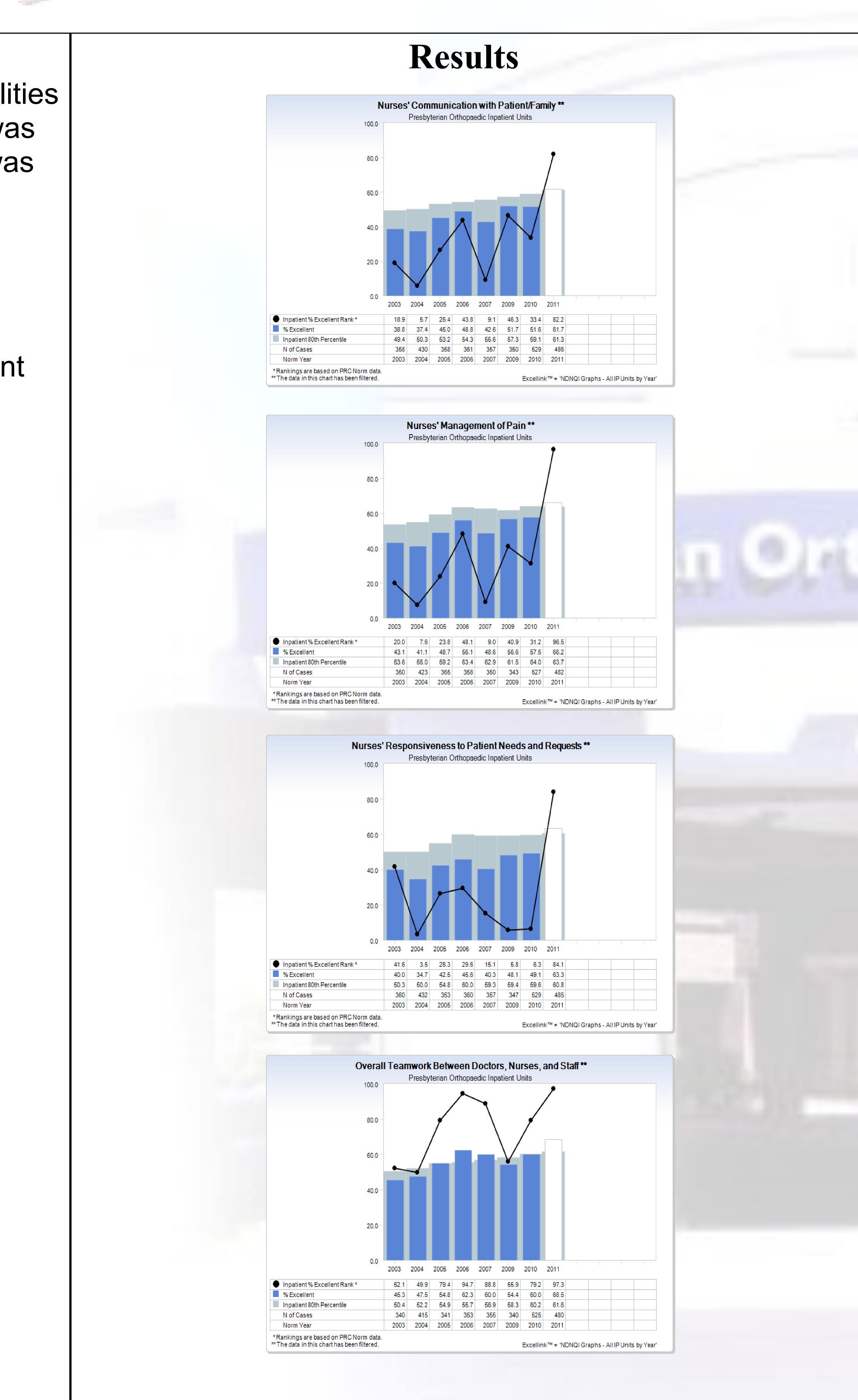
2. SBAR sheets available on units and frequently updated Feedback:

1. Staff encouraged to provide feedback on reporting

2. Patients and families encouraged to provide feedback

Barriers to implementation:

1. Staff attitudes and perceptions of bedside reporting







Conclusions

Successful implementation can improve patient safety, teamwork, decrease patient falls, increase accountability between staff members, and increase or strengthen teamwork (Federwisch, 2007). Benefits can include relationship building between staff members and increased patient satisfaction in the healthcare Iteam and care being provided (Anderson & Mangino, 2006). According to Anderson and Mangino (2006), providing nurse to nurse shift report at the patients bedside puts the patient central to all information surrounding care activities. It also allows the patient access to his or her immediate care and health information and promotes patient ease of mind leading to a speedier recovery. Bedside shift report reassures the patient that the staff works as at team and that everyone knows the plan of care (Anderson & Mangino, 2006).

References

Anderson, C. D., Mangino, R. R. (2006, April 6). Nurse shift report who says you can't talk in front of the patient?. Nurs Admin Q, 30(2), pp. 112-122.

Federwisch, A., (2007, October 8). Bedside shift report ensures quality handoff. Retrieved Nov. 3, 2011, from http://news.nurse.com/apps/pbcs.dll/ article?AID=/20071008/SW01/710080354.