

Betty's Tips



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Bedside Shift Report

Shift reports are crucial in the continuity and safety of care for patients. Forgetting something or miscommunication during shift change can have serious consequences. Communication errors account for more than 70% of sentinel events. In order to avoid these mistakes, some health-care organizations are moving toward standardized change-of-shift procedures, especially bedside shift reporting, that involves the off-going nurse, the oncoming nurses, and the patient. Although the details of bedside shift reporting vary from facility to facility, a successful bedside shift reporting plan provides real-time exchange of information which leads to increased patient safety, improved quality of care, increased accountability and stronger teams. Joint Commission does not require shift report to take place at the patient's bedside; however the practice does satisfy many requirements about improving the effectiveness of communication among caregivers and encouraging the patient's active involvement in their own care.

Bedside shift report can include introducing the oncoming nurse to the patient, a dual assessment of the patient and environment, making goals for the patient, and much more. Facilities that have implemented bedside shift report have seen an increase in nurse and patient satisfaction as well as a reduced interval between when the nurse begins their shift and when they first see their patients. These facilities have also seen that the patients are engaged as active members of their care. In addition, the face-to-face contact between shifts, have improved the inter-shift relationships. While bedside shift reporting has proved to be successful, standardizing change of shift and adopting new, efficient methods requires planning, encouragement, and lots of practice.

References:

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