

## Background

On a 31 bed Acute Care for the Elderly Unit (ACE Unit), patients were reporting a lack of communication regarding their plan of care and goals. The unit had several instances of patients decompensating during shift change related to staff not rapidly intervening as they were in report at the nurse’s station.



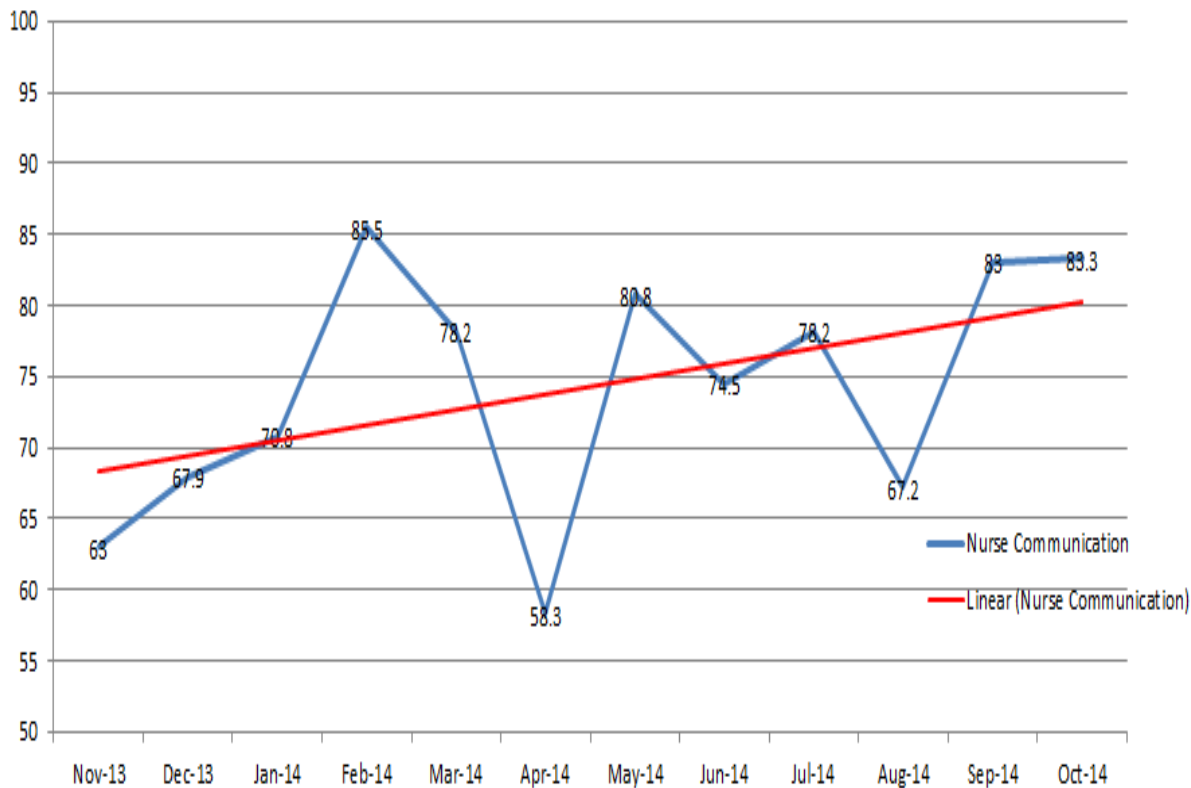
## Goals/Objectives

The objective of the Bedside Reporting initiative is to implement an evidence-based patient-centered practice to improve patient safety and enhance communication. The goal is to develop a bedside report/handoff process that includes scripting, introducing and managing up of the oncoming nurse, perform safety checks/assessments and stating patient goals.

## Desired Outcomes

- ✓ Increase HCAHP scores for Nurse Communication
- ✓ Clearly communicate the plan for the day
- ✓ Decrease falls at shift change
- ✓ Decrease medication errors
- ✓ Decrease serious incidents (IE patient decompensating)

Nurse Communication



## Implementation

The design of bedside report used by the unit was modeled after Press Ganey bedside report recommendations. Education was completed in staff meetings that included scripting regarding the plan of care, goals, introducing and managing up the oncoming nurse, performing safety checks, and addressing patient/family concerns. The staff was coached on nonverbal communication to encourage a more welcoming demeanor to the patient.



## Conclusion

Since the implementation of bedside reporting in May 2014 we have seen a significant increase in the HCAHPs score for nursing communication, from 70.6% for Nov 2013 thru April 2014 to 77.8% for May thru Oct 2014. Near misses and falls have been reduced to zero during shift change and continuity of care has improved. It has allowed the patient a chance to verbalize concerns, ask questions, and set goals.

**Most importantly, bedside reporting is the time to ensure patient’s safety, and to provide a smooth transition from one shift to the other.**