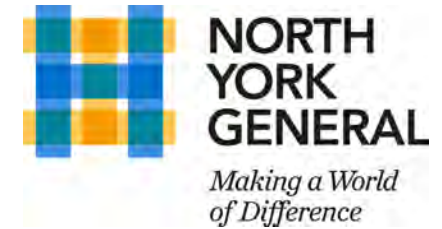


No Bones About it: Evaluating Pre- and Post-Education on Bedside Shift Reporting provided to Orthopaedic Nurses

Paulina Ferreira, RN, BN, MSN; Valeria Thompson, RN, MBA; Janet Moffat, RN, BSC; Elisa Weinstein, BSC (PT); Linda Jussaume, RN, BScN, MBA

North York General Hospital and University of Toronto; Toronto, Canada



INTRODUCTION

The Joint Commission on the Accreditation of Healthcare Organizations reports that **communication breakdowns are responsible for 85% of sentinel events in hospitals.**

One way to improve communication is to involve patients/families in their plan of care during their hospital stay.

Bedside shift reporting is a communication process that happens at the bedside:

- Patients and nurses have an opportunity to improve patient safety and increase patient collaboration in the plan of care.
- Reassures patients that the nursing staff works as a team, and patients witness a safe, professional transfer of responsibilities.
- It implements a standardized handoff communication between nursing shifts.

Implementation of **Bedside Shift Reporting** on the Orthopaedic unit (4West) was supported by **North York General's Patient- and Family-Centered Care strategy.**



METHODS

Three hours of training/education was provided to all orthopaedic nurses on **Bedside Shift Reporting** and included:

- Introduction of nurses to patients during shift change
- Key information sharing only
- Safety check of emergency equipment in patient's room
- Updating patient communication board
- Opportunities for patients, family & nurses to ask questions
- Role playing
- Audit of nurses during Bedside Shift Reporting at shift change

RESULTS

Results from post implementation staff survey on bedside report	Pre-Ed	Post-Ed
1. Bedside report can improve patient safety.	84%	91%
2. Bedside report will not compromise patient confidentiality	41%	67%
3. Bedside report provides an opportunity for patients to discuss their plan of care.	84%	98%
4. Bedside report will not be significantly longer than electronic report.	32%	65%
5. Bedside report holds off-going staff more accountable than electronic report.	57%	87%
6. Bedside report reassures patients that staff work as a team.	95%	96%
7. Bedside report is a beneficial practice because it involves patients in their care.	84%	96%
8. Bedside report gives me a chance to clarify issues with the patient and the oncoming nurse.	91%	96%
9. Bedside report ensures collaboration between outgoing and oncoming nurse.	82%	91%
10. Bedside report shortens the time I need to take to become aware of my patients' needs when I first come on shift.	50%	80%
11. Bedside report gives me a good picture of my patients' status when I first come on shift.	84%	98%
12. Bedside report helps me meet my professional accountability.	80%	96%
13. Bedside report reduces the number of call bells during shift change.	30%	59%