Implementation of RN bedside shift report improves patient and family satisfaction

Amy Selimos, MSN, RN, PCNS; Kathy Harris, RN; Alyssa Corrigan, BSN, RN; Haley Byrne, BSN, RN; Lauren Lueke, BSN, RN; Jennifer Dickson, BSN, RN; Darcy Wessinger MSN, RN

Background

- 2012 patient and family satisfaction surveys for our inpatient cardiology unit showed families did not always feel included in their child's care and were not always given enough input into their child's care
- These questions were rated as "top priority" on the NRC Picker Catalyst Priority Matrix
- Literature suggests that patient and family satisfaction can be improved through increased communication via RN bedside shift report

Objective

To improve patient and family satisfaction through implementation of RN bedside shift report

C 8 - Cardiology Stoplight

Discharge Dates From Apr 1, 2013 to Dec 31, 2013

https://catalyst.nrcpicker.com/CMCDallas/ippeds2/ipposr/byunit/dippsr/ceightcard/default.aspx

February 03, 2014

CATALYST Accelerating Improvement

	Picker Dimensions	Benchmarks		Calendar Year-to-Date		C8 - Cardiology		
Overall		NRC 75th Percentile*	NRC Average (Top 10%)	Current YTD	Previous Year	Qtr 4 2013‡	Qtr 3 2013	Qtr 2 2013
Using any number from 0 to 10, where 0 is the worst hospital possible and 10 is the best hospital possible, what number would you use to rate this hospital?		85.0% (n=44,178)	90.8% (n=44,178)	84.5% PR=71 (n=97)	83.2% PR=65 (n=131)	100.0%µ PR=100 (n=18)	80.0%µ PR=47 (n=25)	73.9%µ PR=20 (n=23)
How often did the hospital staff include you in discussions about your child's care?	Respect for Family Preferences	74.7% (n=42,201)	82.9% (n=42,201)	62.9% PR=22 (n=97)	65.9% PR=41 (n=132)	72.2%µ PR=68 (n=18)	48.0%µ PR=1 (n=25)	69.6%µ PR=58 (n=23)

Methods - continued

- Nursing unit performance goal was created by unit management team and supported by senior leadership
- Team of day and night shift bedside staff developed, led by Team Leader, supported by Clinical Nurse Specialist
- Literature reviewed
- Staff surveyed pre and post implementation
- Families interviewed
- RN bedside report process created by team using the unit goal as a guideline

Methods - continued

Staff education included:

- Small group sessions
- Anecdotal information utilized from family interviews
- Themes in literature and staff survey results
- SBAR communication format highlighted

Family education included:

- Letter describing process
- Signs provided to signify their choice to participate in RN bedside shift report

Methods - continued

- RN bedside shift report began October 2013
- Compliance monitored real time via charge RN walking report
- Staff feedback through pre and post implementation surveys were used to make modifications to ensure sustainability

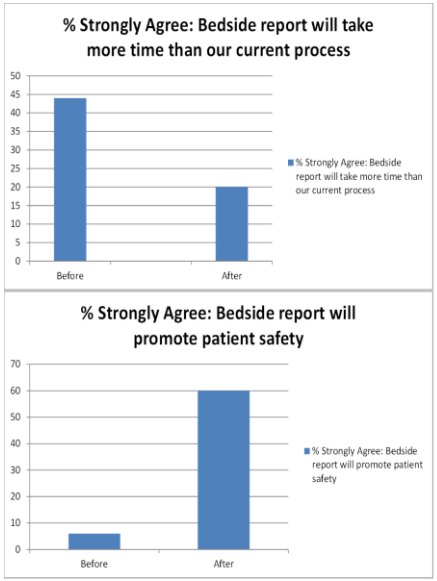
Results

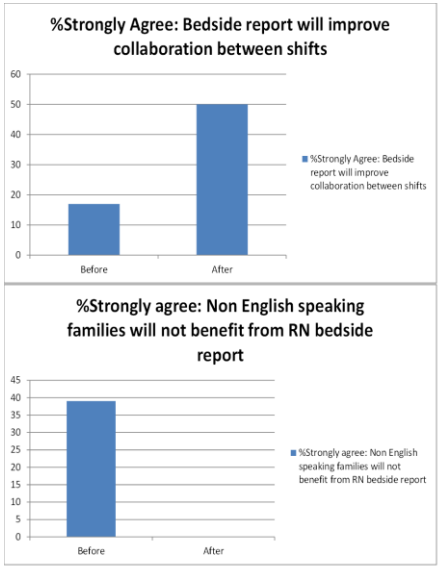
- **Bedside shift report compliance: 87% in the end of 4th quarter of 2013**
- **NRC Picker scores improved from Quarter 1 to Quarter 4 2013:**
  - Overall patient and family satisfaction scores improved from 87% to 100%
  - "How often were you given enough input or say into your child's care?"
    - 14th percentile ranking to 96th percentile ranking
  - "How often did the hospital staff include you in discussions about your child's care?"
    - 31st percentile ranking to 83rd percentile ranking

Results - continued

- Staff perception of bedside report :
  - Took less time than originally perceived
  - Improved collaboration between shifts
  - Promoted patient safety

Nurse pre/post implementation survey





Conclusion

- RN bedside shift report is a staff led initiative which improved overall patient and family satisfaction as well as nurse collaboration between shifts
- Our unit's success is recognized by executive leadership
- This methodology is being implemented in additional inpatient areas

Implementation of RN bedside shift report improves patient and family satisfaction

Amy Selimos, MSN, RN, PCNS; Kathy Harris, RN; Alyssa Corrigan, BSN, RN; Haley Byrne, BSN, RN; Lauren Lueke, BSN, RN; Jennifer Dickson, BSN, RN; Darcy Wessinger MSN, RN

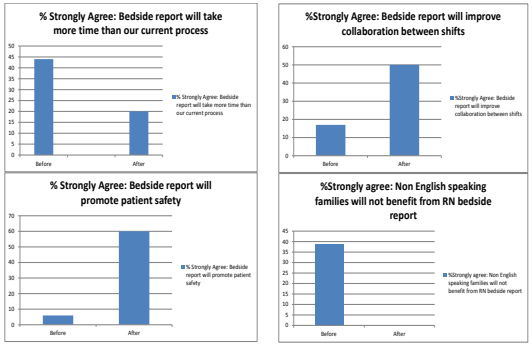
Background

- 2012 patient and family satisfaction surveys for our inpatient cardiology unit showed families did not always feel included in their child's care and were not always given enough input into their child's care.
- These questions were rated as "top priority" on the NRC Picker Catalyst Priority Matrix.
- Literature suggests that patient and family satisfaction can be improved through increased communication via RN bedside shift report.

Objective

- To improve patient and family satisfaction through implementation of RN bedside shift report.

Nurse pre/post implementation survey



Methods

- Nursing unit performance goal was created by unit management team and supported by senior leadership

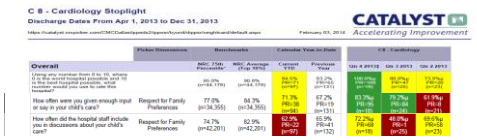
2013 Unit PEAC Goal

Goal	Discipline	MBE (2)	M/SEE (3)	CEE (4)	O (5)
Implement Bedside RN Shift Change Report Process	RN	Project team developed with staff representation from both day and night shift	Draft of process components developed incorporating family and staff feedback	Pilot of process conducted and feedback received and final process defined by Qtr. 3	All initiative components implemented by October 2013. (Validation Audits - 90% process compliance)

- Team of day and night shift bedside staff developed, led by Team Leader, supported by Clinical Nurse Specialist
- Literature reviewed
- Staff surveyed pre and post implementation
- Families interviewed
- RN bedside report process created by team using the unit goal as a guideline
- Staff education included:
  - Small group sessions
  - Anecdotal information utilized from family interviews
  - Themes in literature and staff survey results
  - SBAR communication format highlighted
- Family education included
  - Letter describing process
  - Signs provided to signify their choice to participate in RN bedside shift report
- RN bedside shift report began October 2013
- Compliance monitored real time via charge RN walking report
- Staff feedback/ Post implementation surveys were used to make modifications to ensure sustainability

Results

- Bedside shift report compliance: 87% in the end of 4th quarter of 2013
- NRC Picker scores improved from Quarter 1 to Quarter 4 2013:
  - Overall patient and family satisfaction scores improved from 87.1% to 100%.
- "How often were you given enough input or say into your child's care?" improved from 14th percentile ranking to 96th percentile ranking.
- "How often did the hospital staff include you in discussions about your child's care?" improved from 31st percentile ranking to 83rd percentile ranking.
- Staff perception of bedside report:
  - Took less time than originally perceived
  - Improved collaboration between shifts
  - Promoted patient safety



Conclusion

- RN bedside shift report is a staff led initiative which improved overall patient and family satisfaction as well as nurse collaboration between shifts.
- Our unit's success is recognized by executive leadership.
- This methodology is being implemented in additional inpatient areas.