

Implementing Bedside Report in the Emergency Care Center 2.0: A Quality Improvement Initiative

BACKGROUND

- A fundamental part of a RN’s routine includes the exchange of patient information during RN handoff
- Communication between RNs during shift change and in hand off process is essential in the delivery and continuity of nursing care
- Bedside Report (BSR) provides the opportunity to discuss the continuum of patient care, patient goals, and offers time for patients to ask questions
- Poor communication between RNs can be detrimental to patient safety and can lead to the dissatisfaction of patients and family members

PURPOSE

- Pre-project handoff report occurred in the hallway, often utilizing hallway computer to supplement verbal information. Some nurses gave report at the bedside or at a minimum introduced the oncoming nurse to the patient and their family. BSR is now an expectation
- BSR implemented in September 2019 with education leading to an improvement of Press Ganey (PG) Scores to average 66.5% for 2020
- Want for continued improvement in PG Scores
- Evaluate BSR effects on nursing related measures, including nurses’ courtesy, taking time to listen, attention to needs, informative of treatment, concern for privacy, introducing themselves by name, patient feels cared for as a person, degree staff showed compassion

METHODS

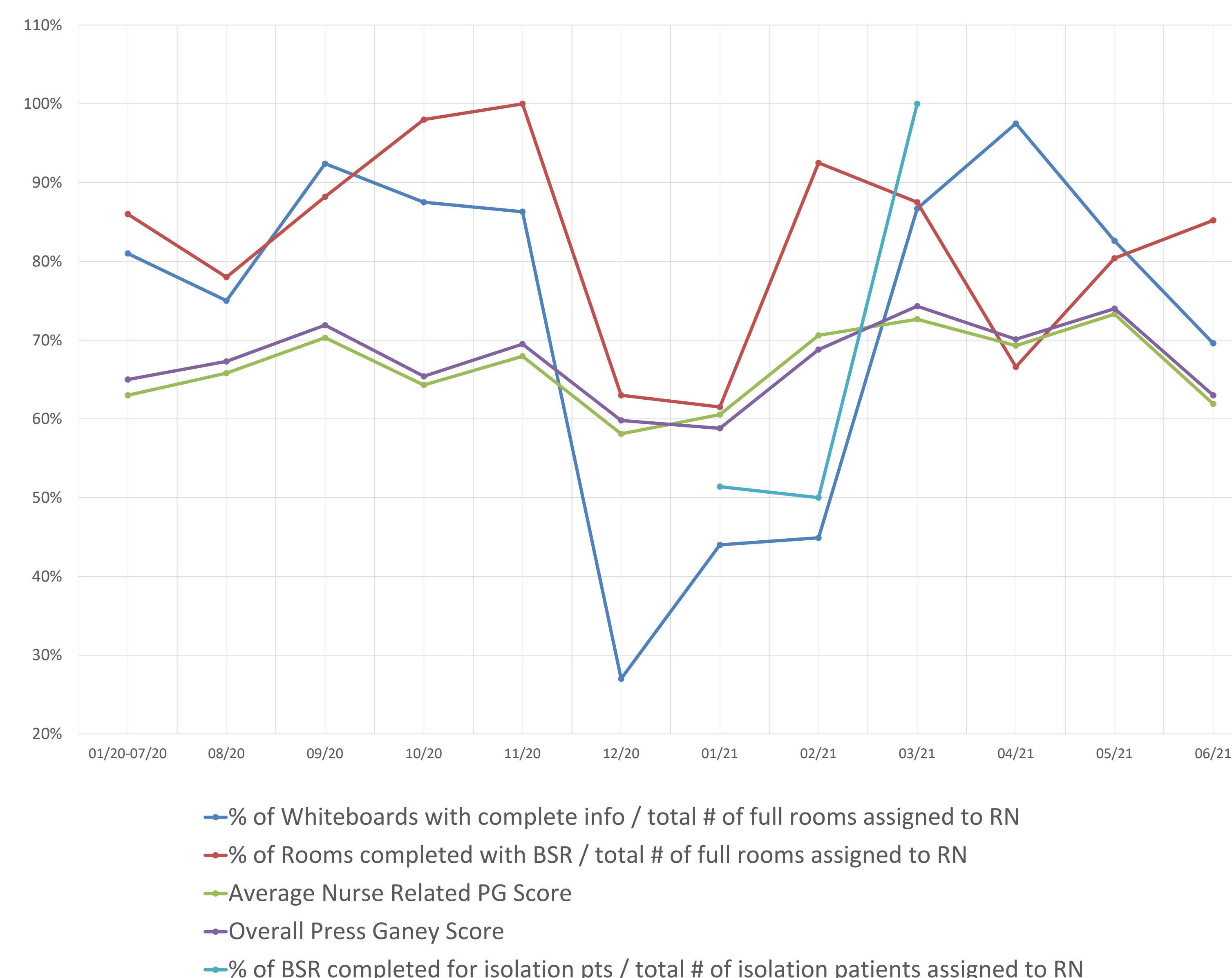
- Design: Evidence-based, quality improvement
- RNs in the Emergency Care Center
- Real time & random spot audits of bedside report and completion of whiteboards
- “Complete” BSR for change of shift
- “Modified” BSR for patients in isolation
- Comparison of audit data to PG scores

RESULTS

Data from August 2020 – June 2021:

- Average % of whiteboards completed: 72%
- Average % of BSR completed in rooms: 82%
- Average % of BSR completed for isolation patients: 67%
- Average nurse related PG score: 67%
- Overall Press Ganey score: 68%

Press Ganey Scores as Related to BSR Elements



January 2021 – June 2021: Goal 2021 of 66%

- Overall Press Ganey score: 68.2%
- Average nurse related Press Ganey score: 68.0%

LIMITATIONS

- Nurse resistance / noncompliance
- Resistance / noncompliance for BRS completion for patients with isolation status
- Language barriers
- Inappropriate population (psychological / behavioral patients)

IMPLICATIONS FOR PRACTICE

- Continued education of staff in Emergency Care Center on benefits and needs of Bedside Report
- Continued improvement of Press Ganey scores and overall patient satisfaction

CONCLUSIONS

- BSR education and implementation in 2020 lead to meeting PG scores overall
- BSR continued in 2021, currently on track to meet department PG score goals
- Re-education and improved compliance for BSR lead to continued increase and improvement in PG scores into 2021 for both nursing related PG scores and overall PG scores
- Need for continued education, reinforcement of BSR completion throughout 2021 to maintain and exceed PG goals going forward

REFERENCES

Available upon request: Alexandra.Rowen@stjoe.org