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# Implementation of the AHRQ Nurse Bedside Shift Report on a Progressive Care Unit (PCU)



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## Background

- Nurse bedside shift report (BSR) requires an evidence-based communication process to ensure care transitions are safe and effective (AHRQ, n.d.)
- Bedside report helps to ensure the patient & support system are updated, involved, and invested in the plan of care
- Communication during shift report can help catch errors and improve patient satisfaction
- Joint Commission lists communication errors among the most common attributable causes of sentinel events (Guttman et al, 2021)
- The Agency for Healthcare Research & Quality (AHRQ) report 700,000 to 1,000,000 inpatient falls every year in the United States (AHRQ, 2024.)

## Purpose

- Improve communication, accountability, and safety events such as falls, on the PCU via implementation of the AHRQ BSR
- Create a culture of BSR as a best practice expectation
- Standardize nurse bedside shift report on the PCU

## Methods

- Unit goals established and cascaded via Gensis to all nurses
- AHRQ education completed & BSR process established
- Compliance, frequency of safety concerns, and barriers were monitored via self-reported pre, mid, and post surveys
- Fall rates were monitored
- Patient satisfaction was monitored

## Results

- Nurses self-reported participation in BSR mean score increased by 27.15% and frequency of perceived safety events was reduced by 16.22% at midpoint evaluations
- The PCU fall rate per 1,000 patient days was reduced from 3.06 in 2022 to 1.95 in October 2024
- Final survey results pending

## Discussion

- Resumption of pre-pandemic practices can be challenging
- Ongoing education regarding importance of BSR as a partnership to improve patient safety is needed
- Address barriers to BSR with ongoing education throughout implementation
- BSR helped to keep patients on a routine schedule
- Safety benefits to BSR may outweigh sleep interruptions

## Implications for Practice

- Identification of BSR as a unit goal and associated timeline can help set expectations and create cohesion
- Establish buy in from direct care nurses to impact compliance
- Utilize unit-based council & preceptors as BSR champions to address team resistance to change
- Consider patient assignments to ease process and mitigate patient behaviors to reduce barriers to compliance
- Consider adoption on similar units

