The Secrets to Successful and Effective Nurse Bedside Shift Report Implementation
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BACKGROUND

• Lack of good communication practices between clients and nurses have the potential of compromising the quality of care and patient safety.
• Proper nurse bedside shift report implementation can lead to improvement in patient experience with care, increase in nursing satisfaction rates, and decrease in nursing incidental overtime.

OBJECTIVES

• To summarize nurse bedside shift report findings in relation to the following three measures: 1) patient experience with care, 2) nursing satisfaction and 3) incidental overtime.
• To identify ways to achieving successful and sustainable nurse bedside shift report practice in accordance with the best evidence from the literature.

PICO QUESTION

• In hospital settings how best to implement nurse bedside shift report in order to improve the patient experience with care, increase in nursing satisfaction and decrease in incidental overtime?

FINDINGS

Summary of outcomes

- Patient experience with care
  - All measurement tools have been consistently showing improvement in the overall patient experience with care
  - Majority of the studies have low sample size or have used indirect measures for evaluating the patient experience with nurse bedside shift report
  - Three studies have a sample size greater than 100 patients and significant positive outcomes
  - Some of the major disadvantages of nurse bedside shift report according to patients are difficulties with understanding the report and medical jargon, tiredness as a result of information being repeated multiple times, lack of privacy, anxiety over incorrect or too much information, and inconsistency with the practice

- Nursing satisfaction
  - Studies that have high quality of evidence report an increase in nursing satisfaction as a result of the implementation of nurse bedside shift report
  - Nursing advantages: improved report efficiency, teamwork, increased nursing accountability and report accuracy, satisfaction with patients being involved, visualizing patients, ability to prioritize care, and improved discharge or transition of care

- Incidental overtime
  - Incidental overtime decreases after the implementation of nurse bedside shift report or decreases insignificantly

Steps to successful and sustainable nurse bedside shift report

- Need assessment
- Planning the implementation process
- Apply a theoretical framework in accordance with the evidence-base
  - Lewin’s change theory
  - Peplau’s interpersonal relations theory
  - W. Edwards Deming’s PDSA model
- Develop implementation timeline aligned with the chosen theoretical framework
- Facilitate the implementation process by applying an implementation toolkit such as the toolkit developed by the Agency for Healthcare Research and Quality
- Strong leadership involvement and support
- Gaining employees’ buy-in
- Introducing nurses to the intervention and training them in the new practice
- Forming an implementation group composed of “unit champions” and applying the diffusions of innovations theory to practice
- Evaluating the process on ongoing basis and continuously improving its quality by appropriately addressing stakeholders’ concerns

METHODS

• The evidence hierarchy developed by Polit and Beck (2012) was applied for the purposes of this literature review.
• The inclusion criteria were journal articles published between 2006 and 2016 that were written in English language and had quantitative or qualitative results in relation to patient experience with care, nursing satisfaction or incidental overtime.
• The used search engines were PubMed, CINAHL, and MEDLINE.
• The words and phrases used for the literature review were bedside nurse report, bedside handoff, and bedside handover.

CONCLUSIONS

• Successful implementation depends on careful planning, proper nursing training, and the application of the diffusion of innovations theory
• Sustainability depends on continuously addressing stakeholders’ concerns and process management practices

LIMITATIONS

• Only journal articles written in English and published between 2006 and 2016 were reviewed
• Only articles related to patient experience with care, nursing satisfaction, and incidental overtime were included in this literature review