Bedside Reporting: Are We Consistent and Does it Increase Nurse Satisfaction When Compared to Phone Call Reporting
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Background
- Bedside reporting is supported by current research to improve patient care.
- Bedside reporting helps stimulate nurses to recall information about patients and share with the oncoming nurse to ask questions.
- It reassures the patient that the nursing staff is aware of their plan of care and provides a time to ask and clarify questions.
- Nurses also report having a clearer understanding of patient condition by being able to quickly assess during report.

Methods
- Survey current RN staff on Grant 5 neuro/ortho to determine their satisfaction level regarding bedside reporting.
- Provide education on current policies through this process and reinforce participation.
- Anonymous surveys were filled out at several shift changes asking 9 questions as well as a place for suggestions for improvement.

Measures and Results

<table>
<thead>
<tr>
<th>Question</th>
<th>Yes</th>
<th>No</th>
<th>Some- times</th>
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</thead>
<tbody>
<tr>
<td>1. Is bedside reporting implemented correctly?</td>
<td>16 (80%)</td>
<td>2 (10%)</td>
<td>2 (10%)</td>
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<td>2. Do you currently participate in bedside reporting?</td>
<td>20 (100%)</td>
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<td>3. Do you feel that report time is adequate?</td>
<td>13 (65%)</td>
<td>7 (35%)</td>
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<td>4. Do you feel that bedside report takes less time?</td>
<td>8 (40%)</td>
<td>12 (60%)</td>
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<tr>
<td>5. Report gives me necessary information?</td>
<td>15 (75%)</td>
<td>3 (15%)</td>
<td>2 (10%)</td>
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<td>6. Patient condition matches the information given in report</td>
<td>17 (85%)</td>
<td>2 (10%)</td>
<td>1 (5%)</td>
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<td>7. Report helps improve interpersonal relationship</td>
<td>18 (90%)</td>
<td>2 (10%)</td>
<td></td>
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<td>8. Does it improve nurse satisfaction?</td>
<td>14 (70%)</td>
<td>6 (30%)</td>
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<tr>
<td>9. Do you feel that bedside reporting helps overall communication?</td>
<td>18 (90%)</td>
<td>1 (5%)</td>
<td>1 (5%)</td>
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<td>10. Suggestions for improvement</td>
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- Bedside reporting is supported in most questions by the 20 nurses surveyed on Grant 5.
- The lowest scoring areas are related to time it takes to complete report, with 60% reporting it did not take less time to complete compared to other reporting. Three nurses also commented about finding a way to improve time it takes to complete.
- Three nurses suggested having consistent shift change times among all floors in the hospital, as they reported a barrier with supplemental staffing nurses and time differences.
- One nurse also suggested having more details included in the report as well as a standardization process.

Challenges
- It takes many steps to implement any type of research or quality improvement process.
- Surveying can be difficult due to time constraints and willingness of participation.
- With bedside reporting, the process relies mainly on the nurses to make sure they are completing reporting in the room with the patient involved.

Conclusion
- The majority of surveyed nurses report that bedside reporting helps communication.
- EMMC has a current policy in place for completing report at the bedside using the SBAR format.
- Reporting at the bedside provides greater patient centered care and is more effective than phone reporting.

References