

Bedside Reporting: Are We Consistent and Does it Increase Nurse Satisfaction When Compared to Phone Call Reporting

Kelly Wight RN, BSN and Lynn Shaw RN



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

Question:	Yes	No	Some- times
1. Is bedside reporting implemented correctly?	16 (80%)	2 (10%)	2 (10%)
2. Do you currently participate in bedside reporting?	20 (100%)		
3. Do you feel that report time is adequate?	13 (65%)	7 (35%)	
4. Do you feel that bedside report takes less time?	8 (40%)	12 (60%)	
5. Report gives me necessary information?	15 (75%)	3 (15%)	2 (10%)
6. Patient condition matches the information given in report	17 (85%)	2 (10%)	1 (5%)
7. Report helps improve interpersonal relationship	18 (90%)	2 (10%)	
8. Does it improve nurse satisfaction?	14 (70%)	6 (30%)	
9. Do you feel that bedside reporting helps overall communication?	18 (90%)	1 (5%)	1 (5%)
10. Suggestions for improvement			

- 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

- Caruso, Eva. (2007). Evolution of Nurse-Nurse bedside report on a medical-surgical cardiology unit. *MEDSURG Nursing*, 16(1), 17-22.
- Ferguson, Teresa D., Howell, Teresa L. (2015). Bedside reporting: Protocols for improving patient care. *Nursing.theclinics.com*.
- Frazier, JoAnn & Garrison, Wes (2014). Addressing perceptions of bedside reporting for successful adoption. *Nurse Leader*, 12(2) 70-74
- Novak, Kathleen & Fairchild, Roseanne (2012). Bedside reporting and SBAR: Improving patient communication and satisfaction. *Journal of Pediatric Nursing*, 27(6), 760-762.