Standardized Report Sheet: In Medical/Surgical Patients, What are the Effects (Overtime and Perceptions) of Standardized Bedside Shift Report when Compared to Currently used Handoff Procedure?

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### Background

- Data obtained by The Joint Commission (TJC) from 1995 to 2005 in their review of sentinel events reported during this period indicate that communication was the root cause of 65% of sentinel events.
- Every nurse has a different way of taking report. Some write every single word that is said by the previous shift and some do all the research after. Both these methods have a risk of missing key information.
- With a Universal Report Sheet, there is less chance of missing important information and will have all the needed information to focus on patient safety. Also, with this style of report sheet it will reduce the time to give/take report, which creates less overtime.

### Methods

1. Conducted a pre-implementation survey to evaluate the staff’s feelings on their current shift-report system and their opinion on possible methods of improvement
2. Observed clock-out time pre-implementation.
3. Presented the sample master report sheet
4. Conducted the post-implementation survey. This survey reflects the staffs’ opinion on the transition to a new shift-report sheet.

### Report Sheet

This is a master report sheet that will be passed on from nurse to nurse, with the goal that report/research time will be decreased and patient safety will improve.

### Summary/Discussion

Pre-Implementation Survey (n=20)

- 95% of staff felt like they had enough time for report
- 88% of people felt like bedside report gives the patient the best experience
- 30% of people felt like a standardized report sheet would be beneficial
- 70% feel like bedside report is valuable for patient safety rather than the nurses station report.
- 60% of people leave late due to long report times
- 80% of people feel that the report they get is sufficient to care for the patient
- 90% of people feel like their questions are answered before the previous shift leaves.

Post-Implementation Survey (n=18)

- 75% of staff did not see a difference in the time of report
- 30% of staff stated they got out earlier due to the universal report sheet
- 25% of staff felt the value in the standardized report sheet
- 94% of staff felt like their questions were answered before caring for the patient
- 40% of the report had family involved in the report
- 70% of staff want to go back to their own way of doing report and gathering data

### Conclusion

- In conclusion, it was determined that the universal master report sheet was not liked and did not change the amount of time that it required to give or take report from the off going nurse. However, they agreed they felt like they had more information going into a shift.
- Some barriers to this project included pushback from staff, inability to receive data on late clock-outs, and response from staff about their feelings toward the report sheet.

### References