



## BACKGROUND/SIGNIFICANCE

Effective and efficient communication is crucial in healthcare. Nurses are faced with the challenge of providing effective communication during adequate hand-off shift report that includes essential patient information. Hand-off report promotes patient safety. Ineffective nurse-to-nurse bedside reports can contribute to problems like medication errors, falls, and even missed opportunities to correct misconceptions from the patient. Patients want updates on their health status, their medical plan, as well as information about their progress towards their goals within a hospital stay (McAllen, Stephens & Swanson-Bearman, 2018). It is important for there to be hand-off reports and communication because it promotes patient safety and satisfaction. Allowing the patient to be more knowledgeable in their care could lead to better compliance with medication, therapy, and procedures, and increase patient satisfaction. (McAllen, Stephens & Swanson-Bearman, 2018). Miscommunication or the lack of providing pertinent information at hand-off reports may ultimately lead to patient harm and breach patient safety. **For hospitalized patients in acute care settings, does the use of a bedside shift report reduce the future risk of patient harm and dissatisfaction compared with the traditional nurse hand-off outside the patient's room?**

## METHODS

This review examined whether the use of bedside hand-off reporting reduce the risk of patient harm and improve patient satisfaction. Research terms included bedside report, evidence-based practice, benefits of bedside shift report, patient concerns, patient centered care, teamwork, quality of care, organizational culture, patient safety, nurse communication, and patient satisfaction. Databases included Google scholar and PubMed through Cumberland University Vise Library. Five studies were found in peer reviewed journals, were written in English, and were published within the past five years to be appropriate to answer the proposed PICO question. Hildegard Peplau's Theory of Interpersonal Relations discusses therapeutic relationships focusing primarily between the nurse and the patient. The nurse assists the patient in achieving personal growth. The goal is survival of the patient, and the patient's understanding of his or her health problems and learning from these problems as he or she develops new behavior patterns. The nurse also grows and develops a greater understanding of the patient as a whole person. Hand-off reports is an essential component to building relationships, and Peplau's theory provides the conceptual framework to help guide caregivers to succeed (Radtke, 2013).



## RESULTS

Burgener (2017) performed a systematic review over simulations of BSN nursing students regarding miscommunications and medical errors. Students performed in two simulations that were scored by the CliniSpace identify, situation, background, assessment, and recommendation (SBAR) rating sheet. The results showed that the students felt less anxiety and had a better understanding of how to assess a patient and how to communicate more effectively. Dorvil (2018) conducted a mixed systemic review of a sample size greater than 100 patients that directly measured the patient experience with nurses' bedside shift report by distributing surveys to patients. It was found that the overall patient perception with the process was positive and had a more positive experience with bedside shift report. McAllen et al. (2018) performed a qualitative gap analysis where three units including patients undergoing general surgery or either having orthopedic or neurological diagnosis. Nurses reported increased patient safety and satisfaction with bedside reporting. In addition, nurses also reported greater satisfaction with the process of bedside reporting. Mitchell et al. (2018) conducted a qualitative study conducted by the Agency for Healthcare Research and Quality, the Hospital Survey on Patient Safety Culture report and found that 50% of respondents reported that shift changes are problematic for patients in their hospitals, and 56% of respondents stated that important patient care information was lost during shift changes. Research concluded that conducting bedside reporting leads to increased patient safety, patient satisfaction, nurse satisfaction, prevented adverse events, and allowed nurses to visualize patients during the shift change. In addition, medication errors decreased by 80% and falls by 100%. Patients also reported they liked being involved in their own care. Vermeir et al. (2015) conducted a systematic narrative literature review to review the existing literature on quality, efficacy and impact of written communication in healthcare as well as recommendations for improvement. It was found that poor communication can lead to various negative outcomes including discontinuity of care, compromised patient safety, patient dissatisfaction and inefficient use of valuable resources. The authors concluded that face-to-face communication is recommended in practice.

## PRACTICE IMPLICATIONS

Nurses may or may not be the only person a patient sees when they get hospitalized. It is vital to pass along accurate and pertinent information regarding the patient to the oncoming nurse. Face to face communication is especially important in the hospital setting, because it allows the patient to be involved in their care. The nurses of acute care settings are responsible for SBAR that is included in the bedside shift report (BSR). They provide the current, and most recent information, regarding the patient's health status and upcoming procedures. Not only is it the nurse's responsibility to promote and monitor patient safety, it is also their responsibility to assure patient satisfaction. McAllen and colleagues (2018), showed that the implementation of bedside report increased patient safety and patient-nurse satisfaction. Results showed that patient fall rates decreased by 24%.

## CONCLUSIONS

According to these findings, implementation of bedside shift reports should include providing education to nurses with regards to expectations of patients, as well as the critical issues that they can experience during the bedside shift reports. Presenting the bedside shift reports method, asking patient consent, discussing potential issues and the degree of involvement preferred at hospital admission, is strongly recommended. Hildegard Peplau's Theory of Interpersonal Relations in Nursing discusses therapeutic relationships focusing primarily between the nurse and the patient. Within this theory the nurse assists the patient in achieving personal growth. The goal of a therapeutic interpersonal relationship is twofold; first is the survival of the patient; second is the patient's understanding of his or her health problems. Bedside reporting provides necessary face-to-face communication in reporting accurate and current information and involving patients in their care. More research is needed to investigate the benefits of bedside reporting

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