



# Improving Continuity of Care: Bedside Shift Report



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## Introduction

- Nurse bedside shift report (BSR) is the exchange of vital patient information, responsibility, and accountability at change of shift (Dorvil, 2018).
- BSR ensures safe continuity of care, reduces errors, and provides effective communication between patients and staff (Dorvil, 2018).
- Wentworth-Douglass Hospital (WDH) has attempted to transition nurse hand-off to the bedside on a Medical-Surgical Unit.
- Sustainability of BSR has shown to be a challenge in many hospitals (Gregory, Tan, Tilrico, Edwardson, & Gamm, 2014).

## Barriers

- Acceptance of staff
- Waking patients for report
- Confidentiality with visitors
- Sustainability of practice

## Clinical Implications

- Improves patient- and family-centered care, care coordination, team collaboration, and engagement (Gregory et al., 2014).
- Encourages family and patient participation (Gregory et al., 2014).
- Improves nurse-nurse relationship and nurse-patient relationship (Gregory et al., 2014).
- Creates patient empowerment and promotes patient safety (Dorvil, 2018).
- Increases patient satisfaction and nurse accountability (Schrim, Banz, Swartz, & Richmond, 2018)



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## Clinical Question

Does performing shift report at the bedside improve continuity of care on a Medical-Surgical unit?



<https://cellcode.us/quotes/nurse-model-patient-relationship.html>

## Practice Recommendations

- Assess staff attitudes before and after implementation to determine if interventions are needed to boost morale (Gregory, et al., 2014).
- Identify a model specific to the unit to ensure consistency and sustainability (Gregory, et al., 2014).
- Provide support to staff during the transitional period (Gregory, et al., 2014).
- Successful implementation followed Everett Rogers five step approach to adoption of innovations: knowledge, persuasion, decision, implementation, confirmation (Dorvil, 2018).

- Standardized BSR models will yield greater accuracy, increase patient and nurse satisfaction, and save nurse time (Gregory, et al., 2014).

The image shows a detailed medical chart form. It includes sections for patient demographics (Room, HOB, S.O. Contact, Phone, Code Ward, Home, SNF, VTL), current surgery, and various clinical data points like NEURO, LOC/Anast Status, A&O, GCS, and vital signs (Temp, HR, RR, SpO2, BP, CVP, ECG, Rhythm). There are also sections for GU/renal, GU/urinary, and miscellaneous information. The form is densely packed with checkboxes and text input fields.

## Research Recommendations

- Most studies have low sample sizes or used indirect measures for evaluation of patient experience (Dorvil, 2018).
- More specific research is necessary for different units.
- A policy should be created to promote consistent BSR to ensure patient safety.
- Create and adapt a standardized BSR model specific to each unit.

**Clinical Implications**

**Research Recommendations**

**Practice Recommendations**