

## Adoption of Charge Nurse Bedside Shift Report on High Risk Patients

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### BACKGROUND

Traditionally, shift report was done at the nurses station. Leadership collaboration determined that evidence supported charge nurse rounding at the bedside to improve interaction with staff, reduce job stress, and improve on overall teamwork on a unit (Sherman, 2015).

Using the continuous quality improvement approach, the theoretical framework for this project was Plan, Do, Check, and Act.



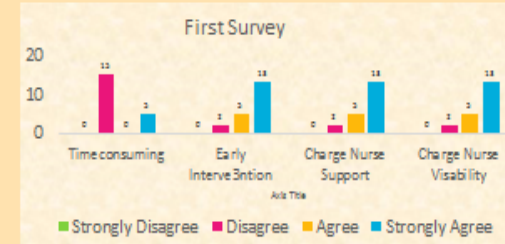
### PLAN

The purpose of this Quality Improvement project was to implement charge nurse bedside shift report on high-risk patients on an medical surgical unit. In addition, to assess staff nurse's perception of satisfaction with the bedside rounding and leadership support.

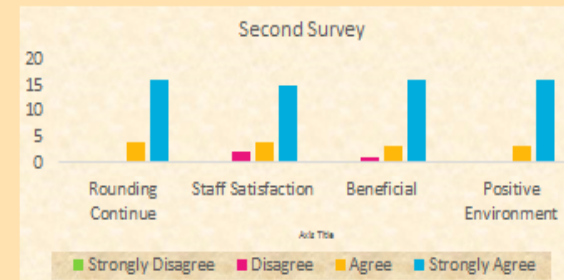
### DO

- A pilot project, over an 8 week period, was implemented by rounding at the bedside on high risk patients.
- High risk patients were determined by diagnosis, drips, restraints, avoidance of medical response team, customer service concerns, high fall risk, and transfers from higher level of care.
- An initial questionnaire was distributed to 35 staff members with 20 returned.
- Questions asked were about:
  - Does bedside rounding of high-risk patients provide a proactive approach to early identification of potential problems?
  - Is interaction during bedside rounding between leadership, staff, and patient's beneficial to the staff nurse?
  - What is the perceptions of the staff nurse about the charge nurse leading bedside shift report?.

### CHECK



- 90% disagreed that charge nurse bedside rounding would be time consuming, confusing and interruptive.
- 65% strongly agree early intervention, charge nurse support and recognition and visibility would be enhanced by bedside rounding.



- 80% strongly agreed that bedside rounding was best practice and should continue .

- 75% of the staff strongly agreed that bedside rounding increased their satisfaction.
- 80% strongly agreed bedside rounding was beneficial to staff by identifying potential problems early.
- 80% strongly agreed leadership interaction with bedside rounding supported a positive work environment.

### ACT

Overall, staff supported the project. Bedside charge nurse shift report for high risk patients is now the standard of care for this medical surgical unit..

### REFERENCES

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