Moving Patient Handoff Report to the Bedside

Lisa Henry, RN, Stefanie-Jo Wright ,RN, Melissa Morant RN,
Ayanna Burnett RN

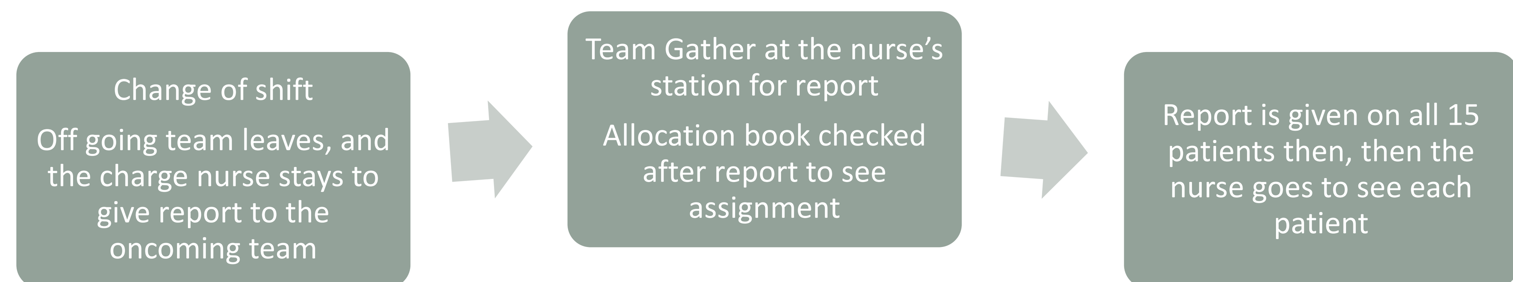
THE PROBLEM

Despite the evidence linking bedside handoff reports to improved quality and patient safety, nurses at the Andrews Memorial Hospital continued to do a general handover away from the patient's bedside. Additionally, the report was not standardized and often missed critical information, such as patients' lab results. Patients on Unit 300 continued to experience medication errors and falls.

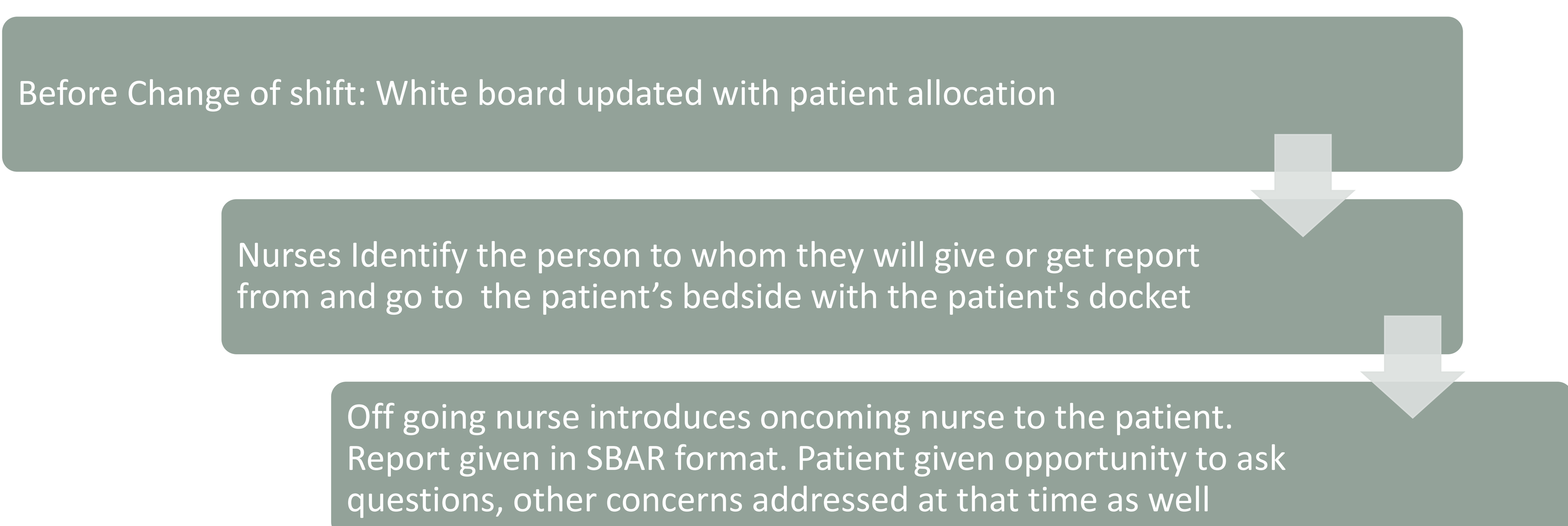
AIM

1. Improve the quality of patient handoff using a **Situation, Background, Assessment, Recommendation** (SBAR) tool.
2. To improve the quality of care on the unit as evidenced by decreased patient falls and decreased medication errors

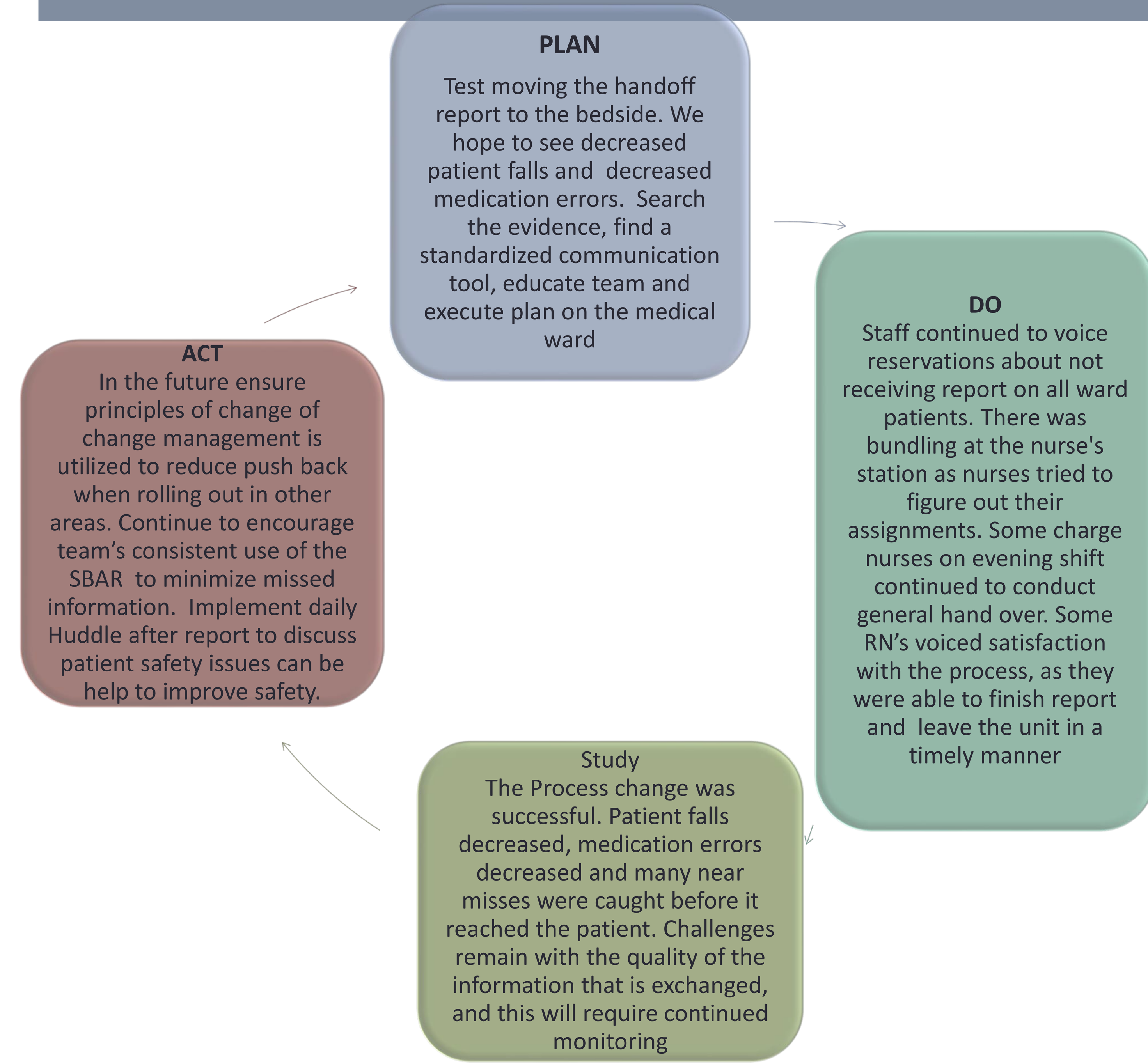
FLOW MAP OF PRESENT STATE



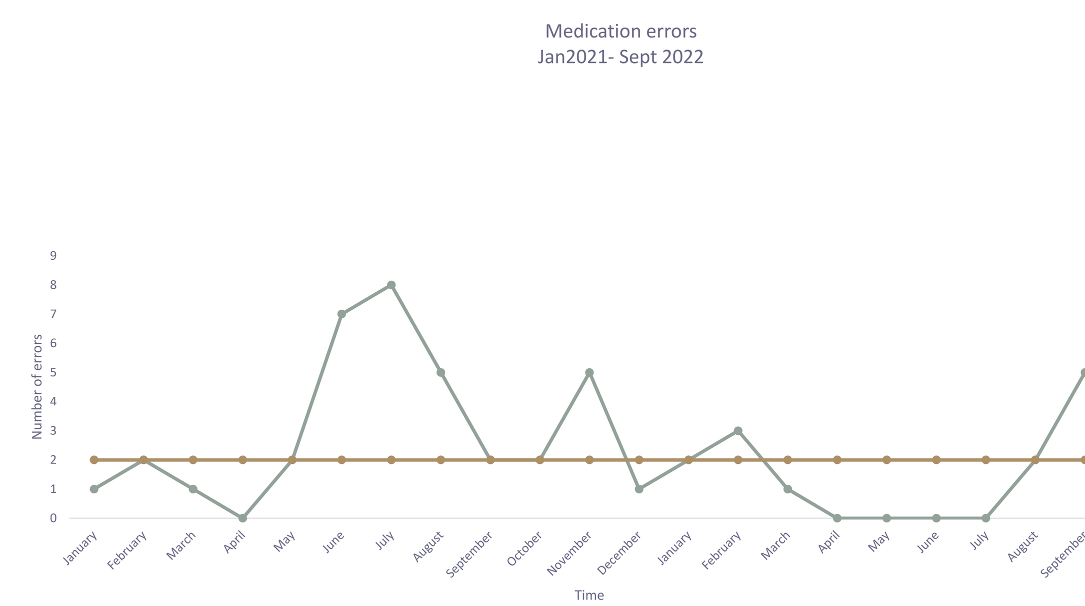
FLOW MAP OF FUTURE STATE

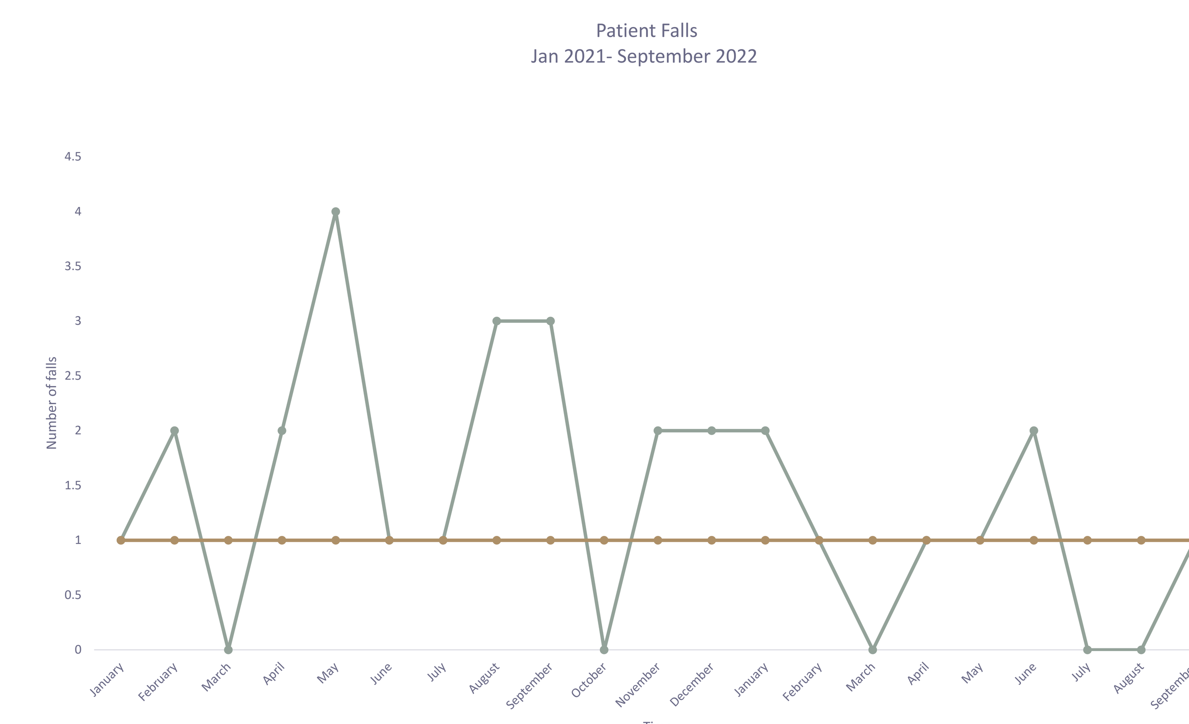


PLAN DO ACT STUDY CYCLE



DATA





RESULTS

- The Test of change was rolled out on October 16, 2021. After plotting the data for falls and medication errors on the run chart no significant patterns were revealed over the 1-year period. However, the data reveals that prior to October 2021 there were 30 medication errors and 21 falls on the unit. This year and we have had less than half the amount of medication errors (14) and less than half the number of falls as well (8).
- Although the run charts did not reveal significant patterns, the raw data shows that patient safety is moving in the right direction. There are other factors that have impacted our nursing practice, such as increased turn over of experienced nursing staff, the covid-19 pandemic significantly impacted our nurse-to-patient ratio from time to time. Those factors can also contribute to inconsistent nursing practice and errors.

SUMMARY

- Change must be managed properly to sustain improvements. Bedside shift report enables accurate and timely communication between nurses and allows the patient and family engagement .Bedside shift report is essential in the delivery of safe high-quality care. The practice is patient centered and supports improved quality of care.

FUTURE STEPS/ WHAT'S NEXT?

- We have since implemented the process on two other nursing units. We are working to implement it on the maternity unit soon.
- We want to ensure our next project is guided by change management theory. As we work to improve quality work must also be done to improve communication and teamwork related to bedside hand off report.