



# Implementing Bedside Report on the Mother/Baby Unit



## Problem

Less than 90% of patients on the Mother-Baby unit report feeling informed about their care

## What Should Be Happening

Moving report to bedside will help increase patients involvement in their care and planning decisions.

Press Ganey scores will reflect >90% patients will report being informed.

## What is Actually Happening

Nursing shift to shift report currently being done away from patient in conference room.

Nursing transfer of patient care at change of shift does not adequately keep patients informed. Patients not part of the report process and limits their input into planning care.

## Gap

Gap of 2-3% below our goal-Press Ganey scores (prior to implementing Bedside Report) April/May 2017: 87-88% respondents reported feeling informed and involved in their care.

## Impact of Gap

Increase patient satisfaction and improve patient involvement in their care

## Root Cause

Inadequate standard for change of shift report.

## Hypothesis

If we do change of shift report at the bedside 90% of the time then patient will report that nurses kept them informed >90% of the time by 12/31/17.

## Result

92.7% patients reported “Nurses kept you informed .”

## Test of Change

### Description

- Followed a model for bedside report developed in 2016 by the General Medical Unit
- April 2017: Planning meeting/task force formed
- May 2017: Created a short video/MBU bedside report role play
- June 2017: Pre-change survey monkey
- July 2017: Developed and printed 3x5 Bedside Report card for all staff; emailed to all staff; presented at huddle; copies available at each nurse station
- July 2017: Healthstream Education module; power point describing purpose, “how to”, video demo and 3x5 pocket card; plan for implementation
- July 2017: Promotion of Bedside report at shift huddle

### Target

Go live-Bedside report in patient rooms- August 7, 2017

### Process and Outcome Metrics

#### Process Metric:

>90% of nurse to nurse shift report will take place at patient bedside

#### Outcome Metric:

Press Ganey score will reflect >90% rate of patient satisfaction stating patient feeling involved in their care

### What, Where, How

- July 2017: Transition out of report room to nursing stations for shift report
- August 7, 2017: Go live-Bedside report in patient rooms
- Review process, feedback-rate of report actually occurring at bedside

### Results

TOC Check:	Process Metric Results:	Outcome Metric Results:
<b>First Check - Date: September 2017</b>	60-70% had report at bedside	<90% patients reported Nurses kept you informed
<b>Second Check - Date: November 24, 2017</b>	93% had report at bedside	91% patients reported Nurses kept you informed
<b>Third Check - Date: February 19, 2018</b>	94% had report at bedside	92.7% patients reported Nurses kept you informed

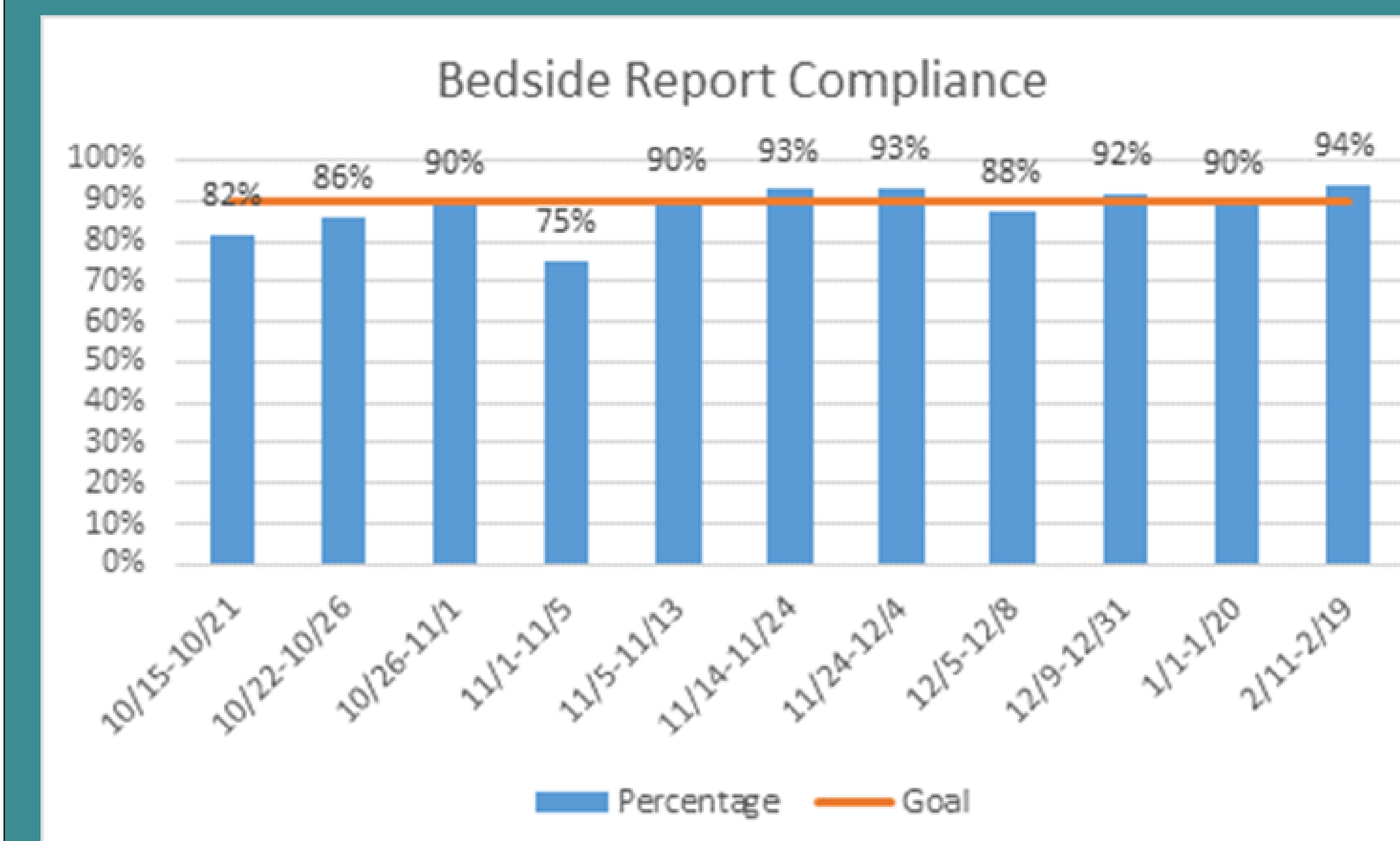
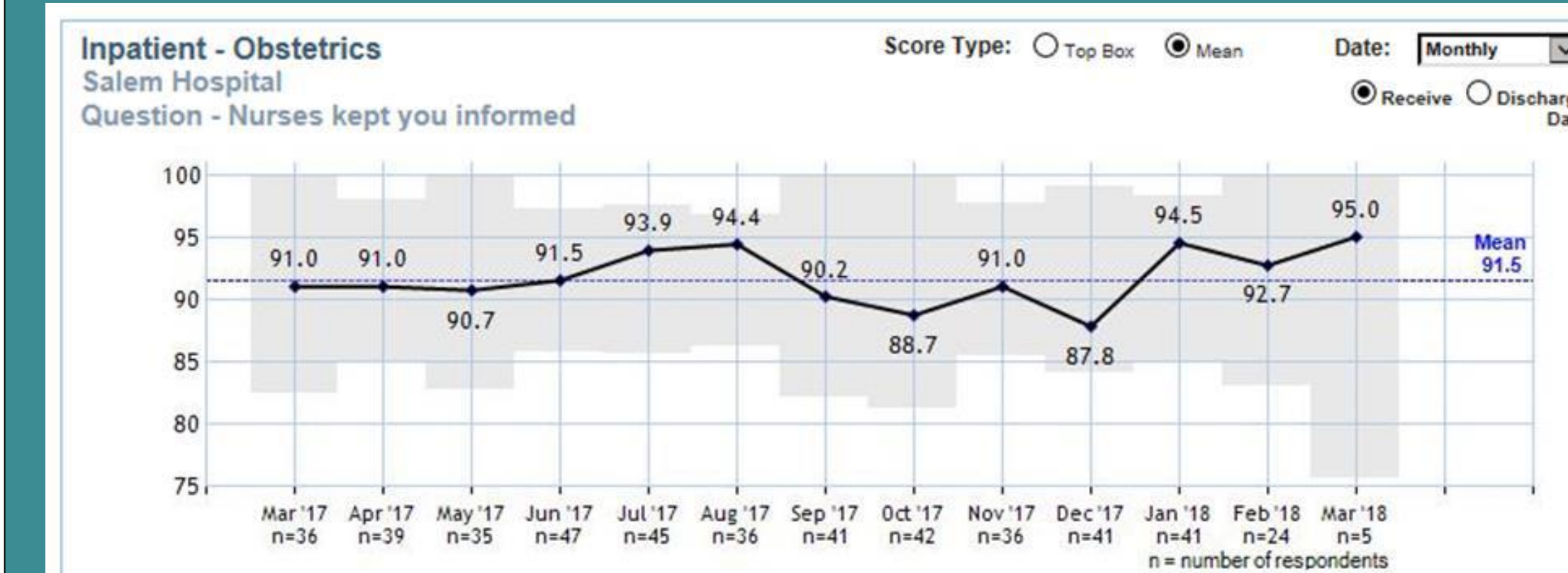
### Check and Adjust

- Audits- started September -% report occurring at bedside, recognizing barriers
- Review of audits; strategies to improve
- Fine tuning-observations/coaching - January –February 2018- all MBU staff were observed for content of report by a team member or ANM (not just meet and greet with actual information exchange occurring outside patient room?)

## Meet the Team

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## Outcome Charts



## Keys to Success

- 1:1 coaching for every staff member by a Bedside Report Task Force member
- Use of a staff survey to fine-tune bedside report tools
- Made the change gradual to counter staff resistance to change .

## Lessons Learned

- Staff resistance to change takes time to overcome
- It took one year for bedside report to become “hard-wired” as our standard.

## References:

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