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Using Bedside Shift Reporting to Improve Patient Engagement and Nurse Satisfaction in an Inpatient Rehabilitation Setting

PURPOSE

The purpose of this project was to determine if bedside shift reporting (BSR) during nurse shift change improved patient engagement and nurse satisfaction.

BACKGROUND

The study was conducted at a 44-bed acute inpatient rehabilitation hospital in North Texas which had challenges with patient satisfaction related to nurse communication and engaging patients in their care.

METHODOLOGY

The project's intervention included the implementation of structured BSR using tools from the Agency for Healthcare Research and Quality (AHRQ) including education materials and a BSR checklist. Data were collected one month prior to initiation of project with surveys of patients and nurses, along with reports from the call light system and payroll system. Patient surveys, call light, and overtime reports were collected monthly for the next three months. Nurse satisfaction surveys were collected three months post BSR implementation.

RESULTS

The study found that patient engagement improved, nurse satisfaction improved, call light

activation during change of shift improved, and incremental overtime remained unchanged with BSR.

IMPLICATIONS

The project demonstrated that BSR was an effective method to improve the engagement of patients in shift report. Utilizing the AHRQ resources provided nurses with the necessary education to do BSR and nurses were satisfied with BSR. The decrease in call light activation during change of shift was consistent with the literature and did not have an impact on incremental overtime.