



# Determining the Impact of a Standardized Approach to Handoff Communication Utilizing Bedside Shift-to-Shift Report: A Nurses Perspective

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**Background:** Nursing Research Subcommittee reviewed literature on handoff communication and recognized that previous research as well as organizations such as Agency of Healthcare Research Quality (AHRQ) recognize that bedside shift report promotes continuity of care, patient involvement, patient safety, and nursing accountability while improving patient experience and nursing satisfaction. <sup>2,3,4,5,10</sup>. Historically, at Charleston Area Medical Center nursing performs bedside shift-to-shift report in no standardized manner with variation from unit to unit. An organizational wide standardized approach to bedside shift report was implemented. Verifying a nurses perspective seemed essential for understanding the viewpoint of nurses performing the process and success to the initiative.

**Purpose:** Determine the nurse’s perception regarding handoff communication following an organization wide standardized initiative to bedside shift report.

**Methodology:** Administrative staff assisted in an organizational wide standardize approach. Formal education was provided including simulation. Organizational policy updated. Interventions initiated early 2021 with implementation of the practice change 7/1/21. Unit nurses and nursing Shared Governance representatives voluntarily completed a brief survey. Between 10/25/21-1/12/22 approximately 95 unit nurses anonymously responded. 49 shared governance representative clinical nurses responded in Dec. 2021.

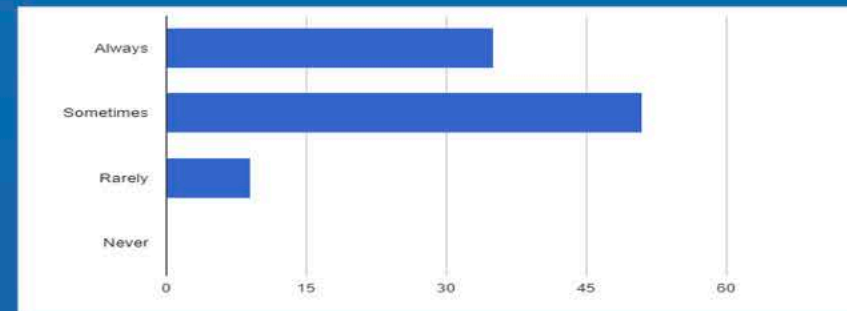
**Summary:** Nurses were able to provide input on the standardized approach to handoff communication. This information validated the process from the nurse's perspective and identified potential barriers. Modifications continue to be implemented to enhance both the nurses and patients' perception to handoff communication.

**References:** Duvall B. The secrets to successful nurse bedside shift report implementation and sustainability. *Nurs Manage.* 2018 Jun;49(6):20-25. doi: 10.1097/01.NUMA.0000533770.12758.44. PMID: 29750777; PMCID: PMC5976230.

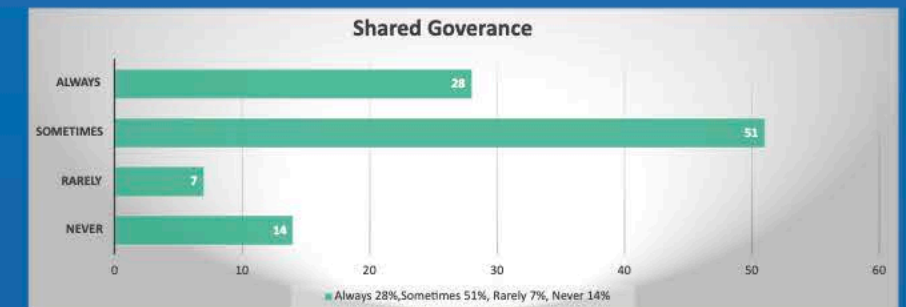
Grimshaw J, Hatch D, Willard M, Abraham S. A Qualitative Study of the Change-of-Shift Report at the Patients' Bedside. *Health Care Manag (Frederick).* 2020 Apr/Jun;39(2):66-76. doi: 10.1097/HCM.0000000000000291. PMID: 32345940

Acknowledgement to the Nursing Research Subcommittee and Empirical Outcomes Committee

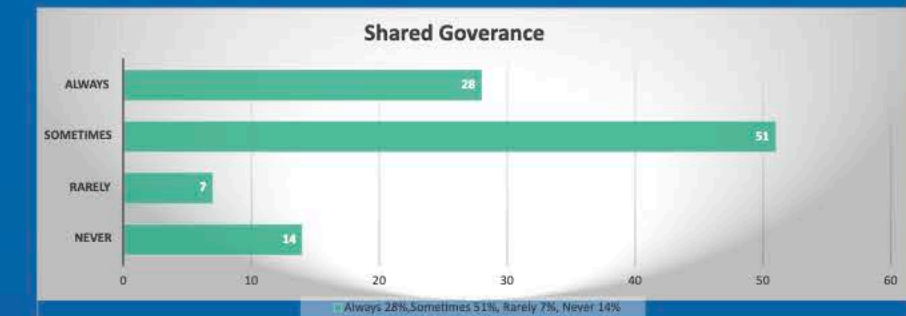
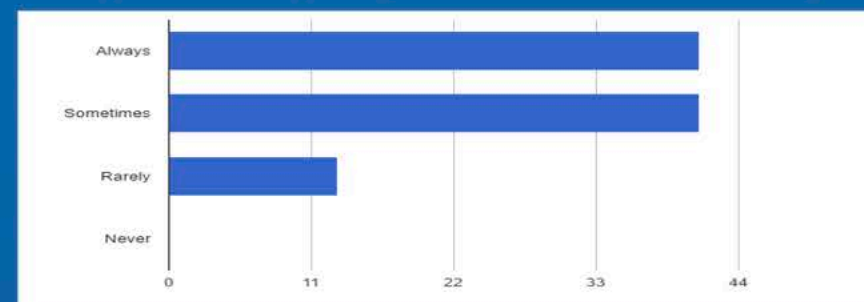
## On my unit, bedside shift report is performed in the patient's room and involves the patient / family Unit nurse responses



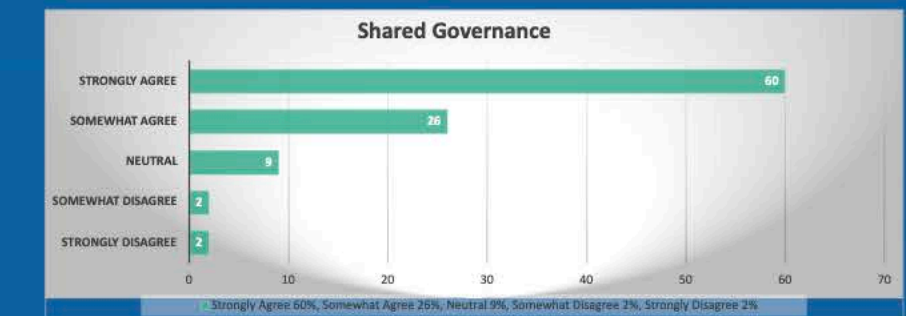
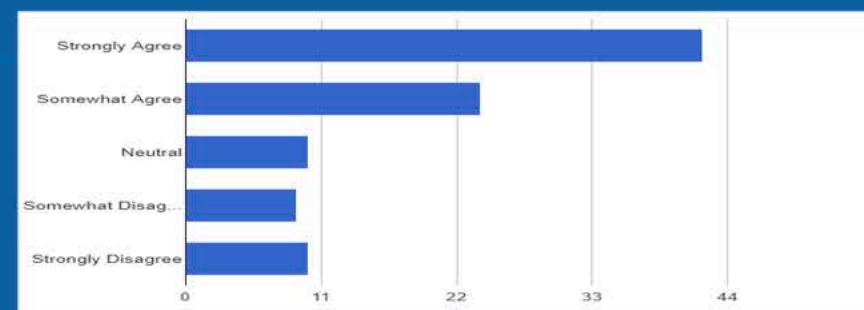
## Shared Governance Responses



## On my unit, everyone performs bedside shift report in a standard format



## In my opinion, a blended bedside shift report improves handoff communication that is beneficial to the patient



## Compared to my unit's previous method of shift report, handing off to the next shift using bedside shift report takes

