

2012 Military Health System CONFERENCE



Implementing Bedside Report

Partnering With Our Patients and Their Families for Quality Patient Care

The MHS: Healthcare to Health

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Introduction



- Staff frustrated with table-top shift report
 - Vital info forgotten
 - Delayed patient assessments
- Enter “Bedside Report”
 - Improves hand-offs
 - Empowers patients to participate in care
 - Correlates with TJC Patient Safety Goals
 - Increases caregiver accountability



Methods

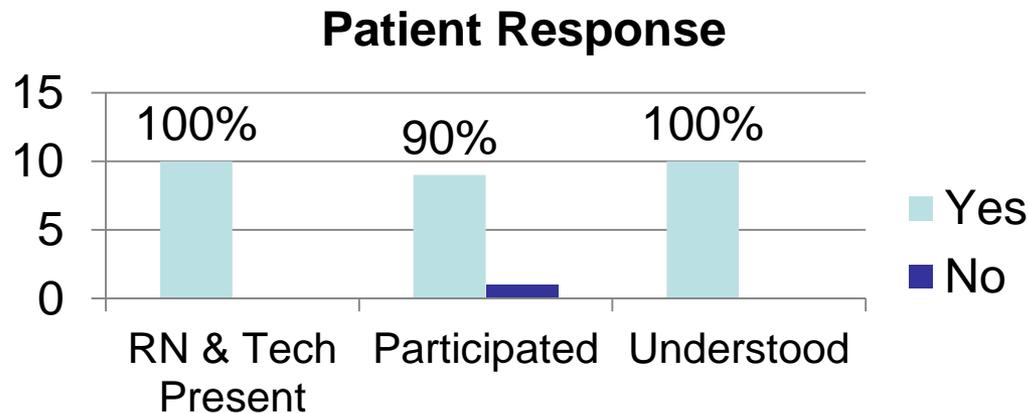


- Formed working group of nurses and techs
- Researched evidence-based practices
- Developed reporting tools
- Created patient surveys
- Educated staff
- Collected data from patients for 2 months
 - Six question survey completed at discharge

Results



- Ten patient surveys returned
 - Overall positive results



- Informal staff survey revealed 100% of staff preferred bedside reporting

Conclusions & Recommendations



- Bedside Report is a huge success!
 - Patients more involved in care
 - Change-of-shift time decreased
 - New nurses mentored on-the-spot
- Easily reproducible at other MTFs
- Recommendations:
 - Review patient's record prior to report
 - Keep bedside report short
 - Define staff duties & roles