Aim/Purpose

Nothing About Me Without Me
Sue Mileham | sue.mileham@unitypoint.org

Introduction:
- Bedside report can have a positive impact on both nurses and patients.
- Patients can benefit by being able to participate during the report. They are able to ask questions, tell us their goal for the shift, and are able to observe nurses working together sharing important information regarding their care.

Background:
- Evidence shows that poor communication is the underlying cause of many hospital errors.
- Nurse to nurse report has not been consistent in respect to how and where report is done.
- Press Ganey questions: Nurses keep you informed, and Staff include you in decisions, ranked under 50% when compared to other hospitals similar size.

Methods:
- Observed nurse to nurse report multiple times.
- Interviewed patients and staff after giving report.
- Created an SBAR template for bedside nurse to nurse report.

References:

Conclusions/Results:

- Evidence shows:
  - Beside report allows the patient to feel involved with their care.
  - Beside report helps the nurse prioritize which patient should be seen first.
  - Beside report helps promote safety and prevent errors, by allowing direct visualization of each patient within the first 15 minutes of the shift.
  - Beside report helps the patient to feel more informed.

Frequency of bedside report on 2 North:
- October 2013 – 50%
- April 2014 – 83%

Next Steps:
- Identify a unit champion from each shift on 2N to help enforce bedside report.
- Expand bedside report to 3North and ICU
- Monitor Press Ganey results

Its nice to be part of the process.”

“It was informative.”

UnityPoint Health
Trinity Regional Medical Center