Bedside Handoff
Patient Focused, Patient Friendly, Patients First
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Quality Improvement Idea
Making the Transition to Bedside Change of Shift Handoff Report Driven by Nurses
Fairview Hospital: A Cleveland Clinic Regional Hospital
Parkview 2: Progressive Coronary Care Unit
36 Telemetry, Step Down/Med-Surg beds
Single patient rooms

Rationale
Communication is the top contributing factor to medical error, with handoffs playing a role in an estimated 80% of serious, preventable adverse events
Joint Commission 2012

- Brings the unit in-line with the Cleveland Clinic Zielony Nursing Institute Professional Nurse Practice Model
- Reflects Cleveland Clinic Main Campus Policy regarding Patient Handoffs
- Meets Joint Commission requirements for Patient Handoffs
- Supported by Fairview Hospital Nursing Leadership, Nurse Council
- Benefits include improvement to patient safety, patient satisfaction, and nurse satisfaction
- Recent change in Unit Management lends to changes in Unit Culture

Methods
Planning
Literature Review
Nurse Champions designated
Meetings with council & committee members to discuss research findings
Implementation Strategies developed
Pre-Assessment survey
All staff nurses surveyed to determine pre-conceived notions regarding Bedside Handoff, assess nurse knowledge, and preferences for educational materials

Education
Poster Board
Handouts
Champions wear “What is Bedside Handoff Pins” to stimulate conversation
PowerPoint Presentation / In-service
Champions meet with individuals and small groups on the nursing units during working shift to direct attention to in-service material, answer questions, encourage interest and spread excitement
Planned group meetings problematic due to scheduling difficulties, lack of interest

Implementation
Signage - developed by committee and designed by Hospital Marketing Department
Nursing Gift from Unit Manager
Based on a suggestion made on a Pre Assessment Survey
New red Clipboards for every nurse
Management Oversight Champions
Champions Lead by Example
Ongoing follow-up with nurses on the unit - Manager rounding with patients

Benefits of Bedside Handoff
- Oncoming nurse immediately confirms previous nurse’s report
- Visualize the patient at the same time for an accurate baseline assessment

Outcomes
Post Implementation Assessment Survey Results
- Nurses responding to the survey all indicated that they did feel prepared for Bedside Handoff with the education that was provided. The poster board, handouts and individual discussions with champions were cited as the most useful educational methods.
- The greatest difficulty reported by nurses were resistance from staff. Sixty percent of respondents cited no problems at all. Only 6% reported issues with interruptions and poor report content.

“The use of bedside nurse-to-nurse report appears with increasing frequency in recent literature and may be emerging as a best practice.”
Nelson & Massey (2010)

Initial Nursing Response
- “I love report, you see your patient first thing in the a.m. and they feel important”
- “I like it! It is a good thing that no matter How busy my shift is I am able to see all my patients right at the start of the shift”
- “Bedside handoff patient know what is going on with their care”
- “They [patients] seem to like bedside report, I really like bedside report and visualizing my patients in the very beginning of shift”
- “Patients ask questions at the time of report that may not ask otherwise”
- “Feedback has been positive. Patients seem genuinely interested in being involved.”
- “Patients seem to be happy to be introduced to oncoming nurse”

HCAHPS Nurse Communication Scores
One Year: Nurse Communication Scores

- Initial Results
Nurses Explain: Increase 7%, achieved 90th percentile
Respect From Nurses: Increase 4.3%, achieved 90th percentile
Nurse Communication: Increase 9.4%, achieved 90th percentile

- Methods
One Year: Nurse Communication Scores

- Implications for Nursing Practice
- Nurses recognize the importance of Evidence-Based Practice, yet, there is great resistance to change on the unit.
- Changes led by staff nurses can be successful with sufficient early buy-in and continual positive feedback.
- Managerial support is necessary to maintain nurse participation.
- Preparation including education is essential to success.
- Nursing leaders promote Cleveland Clinic Nurses’ Practice Goals and Values by providing Nurse Council members with the time and resources needed to drive change.