The Problem

- The process for handoff communication was inconsistent on the inpatient nursing units. Dissatisfaction with current handoff communication processes was identified from patient satisfaction surveys, discussions with patients and staff and surveyor observations.
- BID-Plymouth’s strategic goals are impacted through joint bedside handoff report as it enhances quality care, peer collaboration, improved patient outcomes, and improved nursing practice.

Aim/Goal

- Beth Israel Deaconess-Plymouth’s strategic organizational goals includes reducing patient harm by 50% over 12 months, and achieving patient satisfaction (HCAHPS) scores in the 70th percentile rank for AHA region 1 benchmark within 18 months.
- The goal was to implement joint bedside report on the inpatient nursing units on December 1, 2014. Standardizing and safeguarding the health and well being of patients to ensure high quality care combined with patient safety by utilizing joint bedside handoff on all shifts. Standardizing the handoff communication is a Joint Commission NPSG, and now will be a standard of practice at BID-P.

The Team

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The Interventions

- Staff training consisted in 3 mandatory education phases. A competency tool was developed to assess and monitor performance.
- The team reviewed hospital goals, HCAHPS scores, nursing surveys and TJC NPSG to support joint bedside report. Education was provided to all inpatient Registered Nurses. HCAHPS scores and patient surveys are posted on the nursing units for staff to review progress.

The Results/Progress to Date

Implementation of joint bedside report started on December 1, 2014. HCAHPS scores for the publically reported measure; “Communication with Nurses” for patients discharged in January 2015 was 86.7 always, reaching the 94th percentile rank.

Lessons Learned

- Changing practice and perspectives on shift handoff required continuous support and feedback to obtain buy in for the new process.
- There was push back from nurses who did not want to perform joint bedside report. These nurses were provided additional education. Champions were provided supporting evidence in the form of an algorithm to help implement the change in practice.
- Peer-to-peer collaboration and real time feedback was the key to obtaining compliance with the new process.

Next Steps/What Should Happen Next

Actions of the team moving forward:

- Joint bedside report is a standard of practice at BID-P on all inpatient nursing units.
- Updates, progress, scores and barriers are reviewed at the weekly communication team meetings.
- The Handoff Communication Team will convene as needed to ensure continued compliance and success with Joint bedside handoff Communication.

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