Our commitment to every patient and family is that we will:

- Their diversity of perspectives, beliefs, values and culture
- Timely, complete, accurate and understandable information giving a full picture of all medical choices
- As they prefer and understand care choices belong to them
- On the delivery of care, policies, programs, and facility designs

Bedside Shift Report Goals

Promote Patient Safety

- Improved communication and accuracy of information
- Visual verification of information
- Double checking of key care components by 2 nurses

Promote Patient Trust and Satisfaction

- Use of the white board to outline activities and goals
- Inclusion of patient in report discussion and plan of care
- “Managing up” co-workers, Ex. “Mary is one of our most expert nurses…”
- Creating a positive impression of the work of nursing

Improve Unit Teamwork

- Increased accountability for completing work by the end of shift
- Utilizing report as a teaching/mentor opportunity

Key Words at Key Times

Distracted, frightened or anxious patients need frequent simple explanations. Tell them why you do what you are doing. Use simple, user-friendly explanations.

Examples of Key Words
- We ask name & birth date (for your safety)
- I’m pulling the curtain (for your privacy)
- I’m washing my hands (for your safety)
- I’m checking your armband (for your safety)

Notepad

Use the notepad to create a dialogue and to help the patient be an active participant in their care. Prepare them to make the most of the time they spend with their doctor. Help them write down any questions they have about their care.

Managing Up

- Put yourself and your co-workers in a positive light.

Examples of Managing Up
- I see Jim is your nurse today. You are in good hands.
- Martha is your nurse tech today. She will be taking your blood pressure and helping with your bath. We are fortunate to have her since she is so thorough with her care.
- The phlebotomist will be in to draw your blood. They are experienced and do a great job.

White Board Communication

Use the whiteboard to identify patient’s preferred name, caregivers, information about tests and treatments, the patient’s concerns, goals and individual plan of care.