Reinventing the Handoff Process: Bringing Standardized Bedside Report to Perioperative Services
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Background
- Every time a patient handoff occurs, omission of data happens.
- Ineffective communication is linked to serious safety events
- The use of a standardized form to complete handoff is supported by evidence
- Completing the report at bedside allows the parent to be involved in child’s care

Research Question
- In pediatric ambulatory surgery patients, would a standardized bedside report during transfer of care increase family satisfaction about nursing communication, decrease hand off times, and first RN assessment time?

Methods

Plan
- Taskforce was developed
- Critical analysis of current handoff/report processes
- Staff/management feedback
- Standardized report form was created
- Education/training of all staff

Do
- Six-month pilot period
  - Standardized report at the bedside for every patient handoff
    - Phase I to Phase II

Study
- Data was collected and analyzed
  - Handoff time after admit to phase II recovery
  - First RN assessment after admit to phase II recovery
  - Patient/family satisfaction with communication
  - Nursing perceptions of workflow

Act
- Standardized bedside report adopted as standard practice
  - Phase I to Phase admit

Results

Implications for Future Practice
- The use of standardized bedside report in other perioperative areas.

References