

Bedside Report and Patient Complications – A Systematic Review

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Background

- As a new graduate nurse, I observed that nursing units give handoff reports differently, the ICU delivers handoff reports while being physically and visually present to the patient, compared to medical-surgical units that aren't.
- Nursing school teaches us to give handoff reports using the SBAR format. (Ghonem & El-Husany, 2023)
- Being physically and visually present at the bedside for bedside reports helps catch inconsistencies in reports from the off-going nurse and serves as a safety guard.



Theoretical Framework

- Swanson's Middle-Range Theory of Caring: Maintaining belief, knowing, being with, doing for, and enabling aspects to conceptualize patient care beyond the traditional nurse-patient dynamic. (Kavanaugh et al., 2006)
 - Maintaining belief: Doing more than just taking report with the SBAR format without being physically or visually present.
 - Knowing and being with: Being with the patient helps see their perspective.
 - Doing for and enabling: Nursing assessment skills at the bedside report to determine the patient's physical needs in the long run.



Review of the Literature and Results

- Three of the five studies reviewed BSR on patient satisfaction, and two reviewed BSR on patient complications.
- Malfait et al., 2020 and Sun et al., 2020 didn't affect patient complications.
- Elue et al., 2019; Kullberg et al., 2019; and Rifai et al., 2019 showed positive effects on patient satisfaction.
- Gaps:
 - Sun et al., 2020 only collected data in 15-minute intervals instead of constant observation; this could've swayed results for falls.
 - Rifai et al., 2019, said low scores could have resulted from confusion about what to say in front of the patient in BSR.
 - Elue et al., 2019 said that more research needs to be done on patient satisfaction in different populations.
 - Malfait et al., 2020 state that BSR effectiveness needs to be considered on other variables, including patient acuity.

Purpose



- Bedside report (BSR): Being physically and visually present at the patient's bedside during the handoff report following the SBAR format.
- Handoff report: Report using the SBAR format but not physically or visually present at the patient's bedside.
- Identify the effects of bedside reports on patient satisfaction and complications compared to handoff reports.

Research Problem & Question



- Inconsistencies in handoff reports can create patient complications and decrease patient satisfaction. (Bressan et al., 2019) The change in practice from handoff reports to bedside reports can prevent these inconsistencies.
- Does taking bedside reports physically or visually present with the SBAR format decrease patient errors, complications, and mortalities to the patient during their hospital admission with increased patient satisfaction?

References: Bressan, V., Cadarin, L., Stevanin, S., & Palese, A. (2019). Patients experiences of bedside handover: findings from a meta-synthesis. *Scandinavian journal of caring sciences*, 33(3), 556-568. <https://doi.org/10.1111/sjoc.12673>; Elue, T., Stromberg, S., Tallman, J., Newkirk, E. A., & Neerhof, M. (2019). Bedside shift report enhances patient satisfaction for Hispanic and public insurance patients and improves visibility of leadership in obstetric and postpartum settings. *Journal of Nursing Practice Applications and Reviews of Research*. <https://doi.org/10.13178/jnpr.2019.09.07.0903>; Ghonem, N. M., & El-Husany, W. A. (2023). Shift report training program and its effect on nurses' knowledge and practice and their perception of shift handoff communication. *SAGE Open Nursing*, 9, 237796082311593. <https://doi.org/10.1186/s13059-023-01593-0>; Kullberg, A., Sharp, L., Johansson, H., Brandberg, Y., & Bergenmar, M. (2019). Improved patient satisfaction 2 years after introducing person-centred handover in an oncological inpatient care setting. *Journal of Clinical Nursing*, 28(17-18), 3262-3270. <https://doi.org/10.1111/jocn.14903>; Malfait, S., Eeckloo, K., Van Opdorp, L., Van Biesen, W., & Van Hecke, A. (2020). The impact of bedside handovers on relevant clinical indicators: A matched-controlled multicentre longitudinal study. *Journal of Advanced Nursing*, 76(8), 2104-2112. <https://doi.org/10.1111/jan.14406>; Rifai, A., Afandi, A. T., & Hasanah, A. (2020). Bedside nursing handover: Patient's perspective. *NursLine Journal*, 4(2), 123. <https://doi.org/10.19184/nlj.v4i2.15477>; Sun, C., Fu, C. J., O'Brien, J., Cato, K. D., Stoerger, L., & Levin, A. (2020). Exploring practices of bedside shift report and hourly rounding: is there an impact on patient falls? *JONA: The Journal of Nursing Administration*, 50(6), 355-362. <https://doi.org/10.1097/nna.0000000000000897>

Study	Intervention	Result
Sun et al., 2020	BSR and hourly rounding on patient falls	✗ BSR didn't reduce patient falls significantly; however, hourly rounding did.
Rifai et al., 2019	BSR on patient satisfaction	✓ BSR increased patient satisfaction by helping them understand treatment with an environment of safety
Malfait et al., 2020	BSR on patient complications (falls, HAPUs, readmissions, pain)	✗ BSR didn't show any positive or negative differences with complications; falls were decreased in both control and treatment groups not explained by BSR
Elue et al., 2019	BSR on patient satisfaction	✓ BSR increased patient satisfaction within the Hispanic and public insurance populations; private insurance populations didn't increase. Patient perceptions of the nurses and nurse leaders increased.
Kullberg et al., 2019	BSR on patient satisfaction	✓ BSR increased patient satisfaction compared to pre-post implementation 2 years ago, which shows sustainability.

Conclusion



- Studies have shown that BSR doesn't affect patient complications; however, a physical presence with the patient has been proven to decrease falls. (Sun et al., 2020)
- BSR has been shown in studies to affect patient satisfaction positively.
 - Patients felt safe and understood with their treatment. (Rifai et al., 2019)
 - Patient's perceptions of the nurses and nurse leaders increased. (Elue et al., 2019)
- Moving forward with future practice:
 - BSR should be in our daily workload to improve communication. (Rifai et al., 2019)
 - BSR should be used to revolutionize the handoff change model in the future to build from the SBAR format. (Kullberg et al., 2019)