

**Implementing Hand-off Shift Change at the Bedside Enhances Quality and Safety**  
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**Problem:** Hand-off communication is problematic as critical information must be transmitted and received accurately, timely, efficiently so as to transfer care seamlessly, with the highest level of satisfaction among all stakeholders and the highest yield of safety and quality outcomes. Conducting shift change hand-off away from the patient does not permit patient- family empowerment and involvement. Furthermore, an auditory report without the visualization of the patient lends itself to misunderstanding of the needs and severity of the patient.

**Evidence:** Kerr (2001), in a qualitative study identified report as a highly complex communication event with multiple functions. TJC “Hand-off” NPSG describes the best practices which are interactive, without interrupted, and up to date.

**Strategy:** A survey evaluating patient-family centered core values in perspective to shift change hand-off was administered to 50+ acute, pediatric medical/surgical nurses and repeated 3 months post implementation of a new bedside shift change hand-off RN to RN. A parent survey eliciting their perceptions was conducted. Satisfaction scores were studied.

**Evaluation:** The process of change is complex thus P-D-S-A was utilized to guide the Phase I & II change implementation.

**Results:** Increased patient and family centered core value attainment; bedside shift allowed the patient and family to have a voice in the plan of care and to express their care expectations and concerns. Parents better informed and empowered to contribute. More nurse confidence. Improved satisfaction scores.

**Recommendations:** Continuous monitoring of the bedside hand-off is necessary to avoid backsliding into familiar and comfortable conference room reporting. Ongoing reporting of quality and safety outcomes contributed to the new process such as parents reporting a newfound understanding of nurses' organizational and professional behaviors keeps the momentum and the success driven attitude alive.

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