

Importance of the bedside shift reports in improving the quality of nursing care, Elmak Nimer University Hospital, Shendi, Sudan

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Abstract

This study aims to assess the nurse knowledge regarding the importance of the bedside shift reports in improving the quality of nursing care at Elmak Nimer University Hospital, between April to October 2018. Fifty five nurses participated and a questionnaire was used for data collection. More than two third of the participants were found knowledgeable about the general benefit of the bedside shift report and its role in increasing the level of communication between nurses and patients and among nurses. Besides, the participants were found knowledgeable about the importance of the bedside report during the application of the nursing care plan and it is a benefit to minimize nursing care errors and increasing job satisfaction. There was no significant relationship found between the qualification of the participants and their knowledge about the importance of the bedside shift report in the implementation of the nursing care plan. However, a shortage of staff and the limitation of technological resources play the main barrier in properly applying this type of report. In conclusion, the study recommends improving the general conditions of works and the importance of the availability of services of information technology and health informatics for nursing staff.

Keywords: Bedside shift, report, nurse.

Introduction

Record is a written communication that permanently documents information relevant to client health care management; it is an account of something, written to perpetuate knowledge of event record^[1]. Report is oral or written information about a patient by one member of the health team to another; reporting is a way of communicating information meanings and ideas to others. Both the oral and written type of communication is used in nursing. Four types of reports made by nurses are change-of-shift report (bedside shift report), telephone report, transfer report and incident report^[2].

Bedside shift report is the end of each shift nurses report information about their assigned clients to the nurses working on the next shift. The purpose of the report is to provide continuity of care among nurses who are caring for a client, a change-of-shift report may be given orally in per by audiotape recording and during walking plan around at each client bedside^[3]. It contains information about the general condition and the specific nursing care needed by every patient in the unit begins with the census, admission, discharge and transfers, critically ill and operative patients, patients with deviations in vital signs from normal^[4].

Bedside shift report takes place between the outgoing and oncoming nurse, this meeting is intended to engage patients in exchange giving both the oncoming nurse and patient the opportunity to ask questions and verify important information about the patients history and care plan before the outgoing nurse leaves [5].

Bedside reporting is important for nurses to shared accountability by both shift, reduced call light usage, reduced patient fall, nurses are able to leave work on time, decrease in over shift time, patient experience of care [6]. Nursing bedside shift report requires the successful transfer of information between nurses to prevent adverse events and medical errors. Patients and families can play a role to make sure these transitions in care are safe and effective. Nurse bedside shift report helps ensure the safe handoff of care between nurses by involving the patient and family and implementation of report to help the nurse the organization and improve job satisfaction [6]. Advantage of the bedside shift report: Eliminates irrelevant information, less interruption, allows for a brief assessment of all patients, encourage nurses ownership, accountability and teamwork and improves rapport /nurse relationship [6].

A shortage of staff or deficient manpower leads to unmanageable patient load and disparity in the nurse. The nurse patient ratio needs to be well maintained as it highly

affects the patient care delivery system. When nurses are forced to work with high nurse-to-patient ratios, patients die, get infections, get injured, or get sent home too soon without adequate education about how to take care of their illness or injury. When nurses have fewer patients, they can take better care of them, when there are sufficient numbers of nurses in a healthcare setting, the nurses have more time to advocate with the patients and their relatives about the plan of patient care [7]. Also, nurses are exposed to on non-nursing roles in almost all healthcare settings, nurses undertake roles which are not of their forte, hence they are left with minimal time to carry out their actual roles and responsibilities. They are spending more time than necessary doing non-nursing-related work such as billing, record keeping, inventory, laundry, diet, physiotherapy and absconding of patients [7].

This study was carried out at Elmak Nimer University Hospital, Shendi Town, Sudan, to assess the knowledge regarding the importance of bedside shift reports in improving the quality of nursing care and the barrier of application in a proper way.

Materials and methods

A cross-sectional study was carried out between April and October 2018 at Elmak Nimer University Hospital Pediatric Ward, Shendi Town, River Nile State, Sudan. A total of 55 nurses were included and a

questionnaire was used to assess the knowledge regarding the importance of bedside shift reports in improving the quality of nursing care and the barrier of application in a proper way.

Ethical considerations

Permission has been taken from the Elmak Nimer University Hospital authority and the purposes of the study have been explained clearly to the participants. Data taken are used only in this study.

Data analysis

Data was distributed in three categories to measure the level of nurses knowledge, if the nurse responds to (4-3) choice, consider good, (2-1) choices consider fair and (1) choice consider poor. Data analysis was performed using Chi-square; the statistical software, SPSS 22 for Windows was used for analysis. Values were considered significant when $P < 0.05$.

Results

Two third of the study group were found knowledgeable about the benefit of the bedside shift report for nurses and patients while one third of them their knowledge were distributed between fair and poor knowledge (Table 1).

Most of the study group was found knowledgeable about the main benefit of the bedside shift report for nurses (Table 2).

Most of the study group was found knowledgeable about all benefit of the bedside shift reports for patients (Table 3).

Table 1. Levels of knowledge of the study participants (n = 55) on the benefit of the bedside shift reports

Knowledge on the benefit of the bedside shift report	Level of knowledge %		
	Good	Fair	Poor
For nurses	67.3	20	12.7
For patients	63.6	21.8	14.6

Table 2. Levels of knowledge of the study participants (n = 55) on the benefit of the bedside shift reports for nurses

Knowledge on the benefit of the bedside shift report for nurses	Level of knowledge %		
	Good	Fair	Poor
Organization of nurses work	81.8	14.6	3.6
Safe time	69.1	21.8	9.1
Increase communication	90.9	9.1	0.0
Increase job satisfaction	63.6	35.5	10.9
Reduce nursing care errors	63.6	21.8	14.6

Table 3. Levels of knowledge of the study participants (n = 55) on the benefit of the bedside shift reports for patients

Knowledge on the benefit of the bedside shift report for patients	Level of knowledge %		
	Good	Fair	Poor
Organize treatment plan	72.7	18.2	9.1
Increase patient safety	80	14.5	5.5
Increase communication between patient and nurses	89.1	7.3	3.6
Decrease stress and anxious	60	21.8	18.2

Most of the study group, 81.8% and two third of them were knowledgeable about the main importance of the bedside shift report in implementation of the care plan (safety

and security of patient information, implement care plan in friendly environment respectively). While more than half were aknowledge about other items of the implementation (Table 4).

Table 4. Levels of knowledge of the study participants (n = 55) on the importance of the bedside shift report in the implementation of the nursing care plan

Items	Level of knowledge %		
	Good	Fair	Poor
Examine the exits shift report process	50.9	40	9.1
Review tasks that need to be done	47.2	36.4	16.4
Identify the potential barriers	54.5	36.4	9.1
Safety and security for patient information	81.8	18.2	0.0
Implement the care plan in friendly work environment	60	27.3	12.7

There was no significant relationship found between the qualification of the study groups and their knowledge about the importance of the bedside shift report in the implementation of the nursing care plan (Table 5).

Table 5. Correlation between the study participant (n = 55) qualifications and their knowledge about the importance of the bedside shift report in the implementation of the nursing care plan

Qualif.	Level of knowledge %			Qualif. total%	P-value
	Good	Fair	Poor		
Diploma	5.5	1.8	7.3	14.5	0.14
Bachelor	30.9	25.5	14.5	70.9	
Master	9.1	0.0	5.5	14.5	
Total	45.4	27.3	27.3	100	

Discussion

Change of shift report is the end of each shift that nurses report information about their assigned clients to the nurses working

on the next shift. The purpose of the report is to provide continuity of care among nurses who are caring for the client.

This study clarified that two third of the participants were knowledgeable about the general benefit of the bedside shift report, this finding agrees with a previous result^[1]. Besides, most of the participants were aware of the benefit of the bedside shift report for patients; this refers to their awareness about increasing communication between their patients and staff of nurses when applying this type of report, as well as the increasing patient safety. On the other hand, the study reflects the high level of knowledge of the participants about application of the bedside report for nurses, because they think that it organizes the nurses work, reduce nursing care errors and increase the level of job satisfaction, this agrees with a previous finding that the main benefits of bedside shift report increase communication between team work and patient family, engaging patient and those closest to them as integral members of the care team^[8].

This study reflects a high level of knowledge of the participants concerning the work environment during the implementation of the nursing care plan. The work environment plays a vital role in the ability to provide quality care. It impacts everything from the safety of patients and their caregivers to job satisfaction and needs to a friendly work environment, safety and

security of the nurses should be given priority to minimize nurses errors during the implementation of the nursing care plan^[9].

The nurse-patient ratio needs to be well maintained as it highly affects the patient care delivery system^[10]. Referring to this point, the study represented that shortage of staff is the main barrier to apply the bedside report in a proper way, because turnover among newly graduated nurses is very high and young nurses are less satisfied with their work because there are fewer opportunities to continuing professional education, as well as limited possibilities for updating clinical skills and absence of nursing administrative support. Also, technological resources in the hospital are limited adding to the infrastructure in the hospital need to be updated to meet requirements to date technology and enable compatibility with available resources and staff should be trained and educated in the use of new technologies. Besides, the hospital has inadequate information system for patient and communication system with other parts of health care inside hospital, this leads to reduced standard and effectiveness and efficiency of professional practice and care of patients, this result agrees with a previous study done in Jordan which founded that the main problems facing nurses refers to turnover staff and limitation of technological resources⁽¹¹⁾. In this study, no significant

relationship found between the qualification of the study participants and their knowledge on the importance of bedside shift reports in the implementation of the nursing care plan.

In conclusion, improving the general conditions of employment will attract and retain qualified nursing staff. Information technology services and health informatics services should be available to nursing staff for nursing education and engagement in networking.

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