The purpose of this descriptive, quantitative-quality improvement project was to determine if the use of a standardized, Agency for Health Care Research and Quality (AHRQ) Bedside Shift Report (BSR) Checklist tool improves Registered Nurse (RN) perceptions and performance related to BSR.

**Background**

- BSR is an important clinical practice
  - Influences quality within the healthcare environment
  - Nurse performance of BSR is a key factor
  - Influences the quality of healthcare processes
  - AHRQ provides useful resources for BSR
    - Tool kits
    - Implementation guides
  - Nationwide studies show
    - BSR is often inconsistent
    - Lacks a structured approach

**BSR Project Roadmap**

- Pre-NABSR Survey: Pre-Implementation AHRQ BSR Checklist
  - NABSR survey results were similar to pre BSR process
- AHRQ Checklist implementation: Pre-Implementation AHRQ BSR Checklist
  - Feedback from nurses at bedside
- Post-NABSR Survey: Post-Implementation AHRQ BSR Checklist
  - NABSR survey results were similar to post BSR process

**BSR Project Roadmap**

- Pre BSR Formal Observations: Pre-Implementation AHRQ BSR Checklist
  - Observations at bedside
- Post BSR Formal Observations: Post-Implementation AHRQ BSR Checklist
  - Observations at bedside
- Comparative Analysis: Observations at bedside: pre/post-Implementation AHRQ BSR checklist comparison

**Discussion**

**Outcomes Achieved:**

- Improved nurse-patient communication
- Higher frequency of BSR at the bedside
- Improved nurse perception related to being adequately informed

**Nursing Implications:**

- Internal and external factors may influence BSR success.
- BSR policies should be clearly understood and communicated.
- More research is needed using widely-accepted, evidence-based tools.
- Sharing and disseminating of knowledge and data through larger committees and senior leadership can promote large-scale change.

**Recommendations:**

- **Unit nurse champions** on each shift to promote compliance and provide valuable feedback
- Posters, newsletters, personal stories, simulations as visual reminders
- **Continued commitment** from leadership and the establishment of regular check-in periods to monitor progress.
- **Team STEPPS:** communication, leadership, situation monitoring, and mutual support

**References & More Information**