

# Nurse Bedside Shift Report

## *You are invited to get involved!*

Being a partner in your care helps you get the best care possible in the hospital. Taking part in nurse bedside shift report is one way you can be a partner. This handout explains what nurse bedside shift report is and how you can get involved.

You can also invite a family member or friend to take part with you. Nurse bedside shift report happens every day on most patient care units between [7 and 7:30 a.m.] and [7 and 7:30 p.m.] In the Emergency Department shift report can take place at [7 a.m., 9 a.m., 11 a.m., 3 p.m., 7 p.m. or 9 p.m.] Let us know if you have any questions. We are partners in your care.

### What is nurse bedside shift report?

Nurse shift changes occur when nurses who are going off duty share information about your care with nurses coming on duty. At McLaren Flint, we want you to be involved in shift changes to make sure you get high-quality care.

Nurse bedside shift report is when the nurses going off and coming on duty meet by your bedside to talk about your care. This gives you a chance to meet the nurse taking over your care, ask questions, and share important information with your nurses. Nurse bedside shift report does not replace the conversations you have with your doctor.

You can invite a family member or friend to stay during nurse bedside shift report. We will only talk about your health with others when you say it is okay.

### When is nurse bedside shift report?

Nurse bedside shift report happens every day on most patient care units between [7 and 7:30 a.m.] and [7 and 7:30 p.m.] It usually lasts 5 minutes.

In the Emergency Department shift report can take place at [7 a.m., 9 a.m., 11 a.m., 3 p.m., 7 p.m. or 9 p.m.] Let us know if you have any questions. We are partners in your care.

### What should I expect?

During nurse bedside shift report, the nurses going off and coming on duty will:

- **Introduce themselves to you and anyone with you.** The nurse coming on duty will write his or her name and phone number on the white board in your room.
- **Invite you to take part in the nurse bedside shift report.** You should decide who else can take part with you.
- **Talk with you about your health,** including the reason you are in the hospital and what is going on with your care. The nurses will look at your medical chart.

- **Check the medicines you are taking.** The nurses will look at your IVs, injuries, and bandages. They will also follow up on any tests that were done or lab work that was ordered.
- **Ask you what could have gone better** during the last shift and what you hope to do during the next shift. For example, you may want to get out of bed or just sleep. The nurse will try to help you meet this goal.
- **Encourage you to ask questions and share your concerns.** If needed, the nurse coming on duty may come back after the bedside shift report to spend more time discussing your concerns.

### What should I do?

- **Listen.** You are an important part of the health care team. We want to make sure you have complete and timely information about your care.
- **Speak up.** If you have questions or concerns, nurse bedside shift report is the perfect time to raise them.
- **Ask questions if something is confusing.** If the nurses use any words or share any information you don't understand, feel free to ask them to explain it.

**McLaren Flint wants to make sure that you get the best care possible.**

- **If you have any concerns about the quality or safety of your care during your hospital stay, please let your nurse or doctor know.**
- **If you are still concerned, call our Patient Experience Department at (810) 342-2273.**
- **If nurse bedside shift report does not happen, ask a nurse leader.**