

Scripting for Bedside Shift Report for Isolation Patients

Communication remains critical for patients and families as we have restricted family member presence in acute care settings. Although most of our patients are not COVID-related patients, they are hospitalized at a time when they have no family member to assist them with assimilating the information we share. Bedside Shift Report remains a critical activity for those patients. It is a designated time of the day when patients can rely on us to share their Plan of Care with them and answer their questions.

To preserve PPE across the organization, bedside shift report should be altered for any isolation patient. For isolation patients, nurses will exchange critical information about the patient and Plan of Care outside of the patient room and follow this process for patient communication:

- During his/her last visit of the shift, the **outgoing nurse** should introduce the next caregiver by name and:
 - Explain that he/she will provide information about the patient’s Plan of Care and progress.
 - Reiterate the importance of the patient understanding information about the plan and medications.
- During his/her first visit of the shift, the **incoming nurse** should reference the outgoing provider by name and the fact that they reviewed the Plan of Care and progress for the last shift.
 - The incoming nurse should quickly review the information again and describe the plan for the next shift.

Possible Phrases to Use:

Outgoing Nurse

- Mr. Smith, my shift is due to end shortly.
- Normally, I would share information with the incoming provider in your room so that you can participate in the conversation.
- Because we’re conserving our protective equipment, we’ve modified our bedside shift report for the time being, so I will make sure I review all critical information about your Plan of Care with your nurse for the next shift – his name is Ted.
- *Review Plan and Medications with reason for the medication.*
- Do you have any questions for me before I end my shift?
- *End with comment about when you will see the patient again and wish him/her rest and recovery*

Incoming Nurse

- Hello Mr. Smith, my name is Ted and I will be caring for you for this shift. Your prior nurse, Lisa, shared your Plan of Care with me – sounds like you did well during her shift.
- From the information she shared, *(insert a summary of info)*.
- Do you have any questions so far?
- For this shift, *(insert a few comments about what you expect to occur)*.
- Is there anything I can get for you for do for you now?

This is intended as a guide only. Your patients will appreciate your sincere personality in your conversations. Please always reference Plan of Care, medication information, and that is important to you that they understand their plan. You are their human connection and now, more than ever, they look to you for caring, compassion, and understanding.