

## **Nurse Bedside Shift Report**

*Participating in your care helps you get the most benefit from your time in our hospital. Taking part in nurse bedside shift report is one way you can do this.*

### **What is nurse bedside shift report?**

Nurse bedside shift report happens when the nurses starting and finishing their work shifts meet at your bed to review your health information. The nurse finishing work passes on your health information to the nurse starting. 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 or nurse during the day.

We cannot always do shift report at your bedside. For example, you might ask us not to wake you up. Some infection control precautions will prevent us from doing report with you. Instead, nurses will review your health information outside your room. In this case you can ask your nurse questions or share information with them once they are in your room.

### **You are invited**

You are invited to take part in nurse bedside shift report. You may also invite a family member to be involved. We use the term ‘family member’ for anyone that you feel is important to your health and wellbeing. This could be a relative or it could be a friend.

Let us know if you have any questions. Your involvement helps us make your care better.

### **Who is involved?**

You, the nurse going home, the nurse starting their shift, and a family member you choose. Please let the nurse know if there is someone you would like to invite. We will only talk about your health with others when you give us permission.

### **When is nurse bedside shift report?**

Bedside shift report is done twice a day at about 7 am and 7 pm. It usually takes about 10 minutes.

### **Where does it happen?**

Bedside report is done in your room beside your bed. This way, you can hear the nurses and the nurses can hear from you too.



## Why is it important for me to take part?

You know how you feel better than anyone else. The information we learn from you can help us better guide your care. The information you get from the nurses may help you make decisions about your care. Taking part in bedside shift report is voluntary. You can say no at any time. If you choose not to participate, your nurses will do their report outside your room with your door closed.

We will ask you every time if you would like to participate. If you do not participate in bedside shift report, you will still receive the best possible care.

## Is my information kept private?

If you have a roommate, other patients and their family may hear our discussion about your health history and hospital stay. You may also hear this information when your roommates have bedside shift report. If you do not want anyone to hear your personal information, you can tell us not to do report at your bedside.

## What should I expect?

During nurse bedside shift report, the nurses will:

- introduce themselves to you and anyone with you.
- invite you to take part.
- talk with you about your health, including the reason you are in the hospital and review your care. The nurses will look at all the relevant information about your care.
- check your medicine, equipment and tests.
- ask you about your goals for the next 12 hours. For example, your goal may be to get out of bed. The nurse will try to help you meet this.
- encourage you to ask questions and share your concerns. If needed, the nurse coming on duty will come back later to spend more time discussing your questions.

## What should I do?

- Invite a family member to be present if you wish.
- Listen as we share information. You are an important part of the health care team. We want to make sure you have complete and timely information about your care.
- Share your questions. Bedside shift report is a good time to raise them.

This material has been reviewed and approved by patients, families and staff.

