



Join Your Nurses at the Bedside Shift Report

- ✓ Be an active partner in your care
- ✓ Get the best care possible
- ✓ Improve safety and quality

Taking part in the nurse bedside shift report is one way you can be a partner. At Roswell Park, we want you to be involved in shift changes to make sure you get high-quality care.

What is a nurse bedside shift report?

- When your nurse is going off duty, they share information about your care with the nurse who is coming on duty. This is called a *nurse bedside shift report*.
- You will have a chance to meet the nurse taking over your care, ask questions, and share important information with your nurses. (This does not replace the conversations you have with your doctor.)
- **The shift report usually takes about 5 minutes and takes place twice a day between 6:30 a.m. and 7:30 a.m. and again between 6:30 p.m. and 7:30 p.m.**
- Let us know if you have any questions. We are partners in your care.

What should I expect?

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

- Introduce themselves to you and anyone with you and write their name on your white board.
- Invite you to take part in the nurse bedside shift report.
- Talk with you about your health, including the reason you are in the hospital and what is going on with your care.

- Check on your medications, IVs, and bandages, and follow up on tests or lab work that was ordered.
- Ask about your greatest concerns and your goal for the shift.
- Encourage you to ask questions. If needed, the nurse coming on duty will come back after the 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.

Roswell Park 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 Director of Patient Safety at **716-845-4103**.
- If nurse bedside shift report does not happen, ask to speak to the nurse manager of your unit.

Based on *The Nurse Bedside Shift Report Guide* created by the Agency for Healthcare Research and Quality (AHRQ). Last reviewed last updated in December, 2017. Website: www.ahrq.gov

