



4Pavilion/Epilepsy Monitoring Unit Champions Family Involvement in Shift Report

Cook Children's Medical Center has committed to family-centered care as a central component of pediatric nursing. Staff on 4 Pavilion/Epilepsy Monitoring Unit embraced this concept and implemented a creative approach in April 2009. Families are now given the opportunity to participate in shift report.



Earlier this year, staff recognized the opportunity to improve patient and family satisfaction scores. A team was assembled which consisted of the unit –based council officers, managers, director, nursing informatics specialist, and unit-based educator. Staff attended training sessions led by this team in which they learned concepts of family-centered care and foundations for implementation of family involvement in shift report. Upon admission, families are informed of the process for involvement in shift report and given the option to participate in morning report and evening report.

Shift report occurs in the room at the patient's bedside. A model of hand-off communication, developed by Nancy Russell, RN, MS is utilized to guide the process. Families are also provided with a letter upon admission which further explains the rationale for participating in shift report and collaborating with the staff. As a result of this practice change, both staff and families have verbalized positive comments which reveal improved communication and collaboration. Furthermore, patient and family satisfaction scores have improved in eleven areas thus far. The most significant gains are in regard to nurses paying enough attention to parent's experiences and suggestions in caring for their child and the availability of nurses to answer questions and concerns.

Recently, a professional poster highlighting this practice change was presented at the Children's Hospital of Texas Conference and was awarded an Academic Excellence Award. Then, the poster was presented at the National Perinatal Association Conference and won the National Model of Care Award. In May 2010, Jamie Bankston, RN, MS and Kimberly Williams, RN, BSN will attend the Society of Pediatric Nursing Conference where the project has been accepted for an oral podium presentation. The implementation team is very proud

of the strides made to improve communication and collaboration among patients, parents, and the health care team.

Kimberly Williams, RN, BSN and Jamie Bankston, RN, MS