

Improving Satisfaction through Parent Involvement in Shift Report

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Problem: Since family-centered care is recognized as a central component of pediatric nursing, practitioners often search for creative ways to partner with families. Staff on a pediatric medical unit were concerned that parent/patient satisfaction scores were lower than expected. This presentation describes an evidence-based practice project which involves families in shift report in an effort to improve communication, customer, and staff satisfaction.

Evidence: A literature review revealed that families are involved in multidisciplinary rounding at several institutions. However, no reports were discovered regarding involving families in shift report.

Strategy: A unit-based task force surveyed staff to assess opinions regarding family-centered care. Results were compared to parent/patient satisfaction scores and we discovered that staff rated colleagues higher than families in most areas. Staff attended training sessions where concepts of family-centered care and implementation of family involvement in shift report were discussed.

Practice Change: Upon admission, families are provided with information regarding change of shift report. They are given the option to participate in morning report, evening report, both times, or none.

Evaluation: Comments from staff and parents were recorded. Additionally, family satisfaction survey results were compared to results obtained prior to implementation of the practice change.

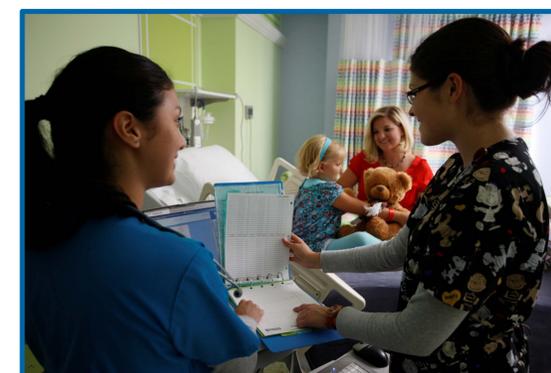
Results: Qualitatively, journaling of staff and parent comments immediately identified improved communication and collaboration. Three months after implementation, the unit received the highest scores of all hospital units in two areas on parent/patient satisfaction survey results. Collection of formal quantitative data regarding improvement in parent/patient and staff satisfaction scores is ongoing, but percentage gains have been noted in several areas.

Recommendations: Involving parents in shift report is an effective way to partner with families to improve collaboration, communication, and staff and parent/patient satisfaction.

Lessons Learned: Although some staff members were initially hesitant about involving families in shift report, they quickly realized that the process improves communication and transparency and facilitates family involvement in the plan of care. The process may contribute to improved satisfaction scores for staff, patients and families.

4P/EMU Percentage Gains Comparison with All Inpatient Units	Jan-June 2009
	Reported Gain
Were the nurses available to answer your questions or concerns when you needed them?	9.11 percentage points
Did you have confidence and trust in the nurses caring for your child?	7.25 percentage points
When you had important questions about your child to ask the nurses, did you get answers you could understand?	6.49 percentage points
Did the nurses pay enough attention to your experiences and suggestions in caring for your child?	11.73 percentage points
During your child's stay, did nurses inform you about what medicines your child was being given and why?	9.69 percentage points
Did the nursing staff do everything they could to help control your child's pain?	1.57 percentage points
Was the nursing staff sensitive to cultural/religious differences?	6.45 percentage points
Did you understand your child's treatment plan while in the hospital?	1.96 percentage points
How would you rate the courtesy of the nurses?	3.21 percentage points
Overall, how would you rate the care your child received at the hospital?	3.35 percentage points
Would you recommend Cook Children's to your family and friends?	6.7 percentage points

Sample Staff Comments
I didn't think I would like this, but I really do!
Report is not as long as I thought it would be.
Many nurses reported being prompted by families to recheck temperatures and re-evaluate pain.
Nurses reported being prompted by families to check on orders that a physician forgot to write.
Sometimes the parents opt out, but then when they see what our report is all about, they change their minds.
We've learned to be very quiet and we usually don't wake the patient up.
Sample Parent Comments
I feel more involved and I feel like the communication between the nurses, physicians, and parents is better.
Honey, honey wake up! It's really important that you listen to this (from a father who initially opted out of participation).
I like how the report helps me to know what is going on and what to expect.
I wondered why you had not come in to give the pain medicine. Now I know the order was changed and I need to ask for it.
Even if I'm not participating, I'm still listening so that I can know what's going on with my child.



CookChildren's
Medical Center

Family-Centered Care on 4 Pavilion

Dear Parent or Caregiver,

At Cook Children's, we believe in a family-centered approach to patient care. This means that we invite family members to partner with us as we provide care for children. Research shows that family-centered care helps patients recover from illness quicker. Most of all, we believe this is simply the right thing to do because you know your child best and children feel the most secure with their loved ones.

During your visit with us, you will notice that staff members come into your room every hour to check on your child and family. This helps us to ensure your child's safety and also allows us to meet your needs. We will try to be very quiet and will respect your need for privacy and sleep.

Also, we would like to invite you to join us for shift report at 6:30 AM and 6:30 PM at the computer station in your room. This is the time when a different nurse arrives to take care of your child and the plan of care is discussed. Shift report takes five to seven minutes. You may choose to attend one time, both times, or no times. If you are sleeping, you can let your nurse know whether or not you want to be awakened. You can always change your mind about participation times. Although shift report is brief, your nurse and other staff members will return several more times during each shift to answer questions.

We are dedicated to providing excellent care in order to improve the health of your child. Please feel free to tell us if there is anything we can do to improve. You may talk to your nurse or call Tamara Grass at extension 5490. We truly value your partnership!

