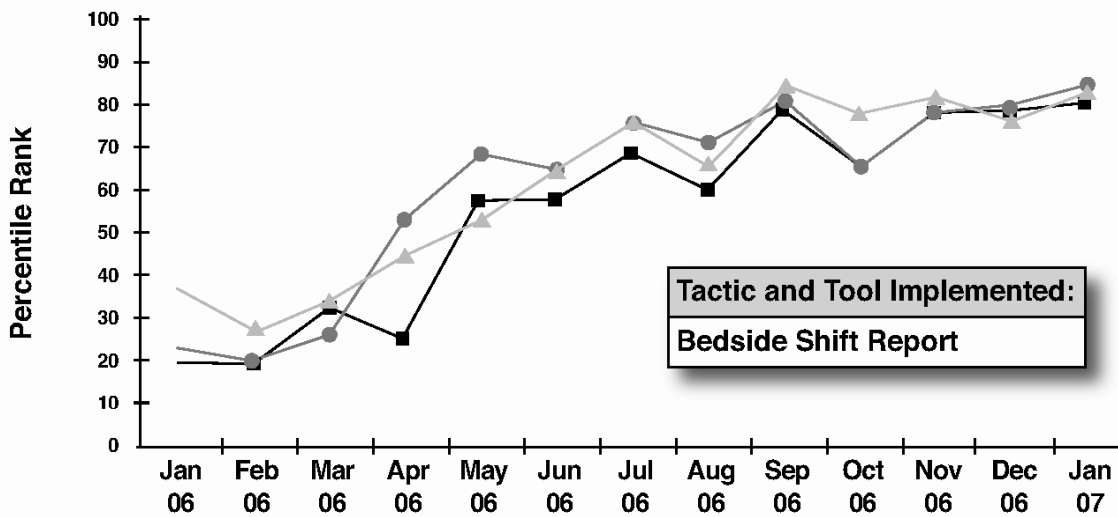


The bedside shift report is increasingly becoming recognized in the industry as a best practice that improves patient satisfaction and safety.

As patients see and hear from the team of professionals providing their care, it increases their satisfaction and involvement in their plan. And when patients feel more informed about their care, it makes them less anxious and more compliant with the plan of care.

The following graph demonstrates how bedside shift reports improved patient perception of care over the course of one year in a Florida emergency department.



Source: Florida ED, ED visits: >104K,  
Admissions: 38,498

- Adequacy of info
- Staff cared about you as a person
- ▲ Informed about delays

This Florida ED improved patient perception of care—based on three survey indicators—dramatically over the course of one year by using bedside shift report.