

## Nursing Bundle Snapshot

<b>Bedside Shift Report/Handoff Communication</b>  A handoff occurs when a patient, assignment, information, or task - and its associated responsibilities - are handed over to another person or work team. When the information exchanged during a handoff is inaccurate, incomplete, or misinterpreted, there is a higher chance for errors and harm. Following a well-designed handoff protocol supports communication that is clear, concise, and complete.	<b>Purposeful (Hourly Rounding)</b>  Purposeful rounding is simply employees checking in on the patient on a consistent scheduled basis and demonstrating particular purposeful behaviors and completing specific tasks.  Research demonstrates the following benefits: pressure ulcers decrease, falls decline, call light volume drops – which saves time, positive impacts on employee and patient satisfaction, and creates a proactive work routine.
<b>RN/Physician Rounding</b>  One way to improve communication for patients, nurses and physicians is to recommit to the time-tested practice of nurses joining physicians during patient rounds.  Patients' perception of teamwork, trust, and both nursing and physician communication improves and nurses and physicians report higher satisfaction with their work, as well as fewer phone calls to clarify orders or direction.	<b>Discharge/Post-Visit Phone Calls</b>  Discharge from any setting is a time of overwhelming concern and confusion for our patients. We can clarify instructions and provide direction and support by implementing the process of post visit phone calls.  From several studies, we discover benefits in patients' clinical outcomes, engagement, compliance with the plan of care, reduced readmissions, and satisfaction with care received.
<b>Whiteboards</b>  Communication can happen in many forms - visually, virtually, or verbally. A powerful and proven visual form of communication is the use of Whiteboards.  Research supports that whiteboards are effective tools in facilitating communication, coordinating patient care, and engaging patients and family members.	<b>Teach Back</b>  Teach back is a research-based method to confirm that you have explained information clearly enough that patients – or their caregivers - have a firm understanding of what you have told them.  It improves a patient's adherence to treatment and self-care plans, decreases call backs and canceled appointments, reduces readmissions, and more.
<b>Narrating</b>  Narrating is a communication method in which you explain what you are doing - while you are doing it - by using words the patient can understand. Narrating "connects the dots" to help patients, families, and visitors better understand what you are doing ... and why.  Our unexplained actions or insufficient explanations can be confusing or misperceived – making it harder for our patients to be cooperative or compliant. With solid explanations, patients become more relaxed, engaged, and cooperative.	

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