



New York State
Partnership
for Patients



Engaging the Patient and Family through Shift-Change Huddles and Bedside Rounding

*A partnership of the Healthcare Association of New York State
and the Greater New York Hospital Association*



Agenda

Topic	Speaker
Welcome and Introductions	NYSFPF Staff
Bedside Reporting & Nurse Shift Change Huddle	Tom Workman, PhD, Senior Advisor American Institutes for Research
Utilization of the Care Experience Bundle to Optimize the Patient, Family and Teammate Experience	Lisa Hennigan, MSN, RN, NEA-BC, Assistant VP, Patient Care Services Jason McLawhorn, BSN, RN-BC, Nurse Manager Atrium Health
Engaging the Patient & Family through Shift-Change Handoff & Bedside Rounding	Launette Woolforde, EdD, DNP, RN-BC, VP, System Nursing Education and Professional Development Ralph J. Civello, MSN, RN, C-HCA, CNO Isabel Law, RN, MSN, CCRN, Director of Patient Care Services, Critical Care & Telemetry Northwell Health
Questions/Next Steps	NYSFPF Staff



Unit-Based Safety

- Capacity for frontline staff quality improvement and patient safety at the point of care
- Integration of teamwork, communication and leadership
- Culture: Safety, Learning, and Just
- High reliability in practices and protocols



Integration of Multiple Principles/Processes

CONNECT THE DOTS

Nurse Leadership and Coaching

Daily Unit Safety Checks

Patient Safety Protocols

Unit Structures

- Hospital/Nursing QI programs
- Unit QI staff
- 24/7 Staff Champions

Science of Quality

- QI Methods
- Build capacity

Communication and Teamwork

Shared Governances or like models

Staff Education

Always Behaviors, Never Behaviors

High Reliability Practices

Continuous Use and Review of Data

Patient and Care Partner Engagement

Safety Practices

- Bedside Report
- Purposeful Rounding
- Effective Use of White Boards

Care and Safety of the Staff

- Resilience
- Joy at Work

CULTURE:

- Continuous Learning
- Safety
- Just Culture



Patient Family Engagement

- **PFE Metric 2**
 - Hospital conducts shift change huddles or bedside reporting with patients and family members in all feasible cases
- **PFE involves active partnership**
 - PFE is about moving toward interactions in which patients, care partners/families have shared power, responsibility, and decision-making authority



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Bedside Reporting and Nurse Shift Change Huddle: Engaging Patient and Families at the Bedside

Tom Workman, PhD

American Institutes for Research



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Utilization of the Care Experience Bundle to Optimize the Patient, Family and Teammate Experience

Lisa Hennigan, MSN, RN, NEA-BC

Jason McLawhorn, BSN, RN-BC

Atrium Health



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Engaging the Patient & Family through Shift-Change Handoff & Bedside Rounding

Launette Woolforde, EdD, DNP

Ralph J. Civello, MSN, RN, C-HCA

Isabel Law, RN, MSN, CCRN

Northwell Health



Questions/Next Steps

- Please contact your project manager with questions and for ongoing support
- Presentations from today's webinar will be available on the NYSPFP website
- Upcoming Webinars in Support of UBS:
 - Jan 24 - Readmissions: Partners in Healing® at Intermountain Healthcare
 - Feb 5 - Health Care Disparities: Making Health Literacy and Cultural Competency an Institutional Priority