

What is the shift report?

While you are in the hospital, your nurses change work shifts at about 7 a.m. and 7 p.m. each day. At those times, the nurse who is leaving shares information about your care with the nurse who is coming on duty. This is called the shift report.

We invite you to take part

We would like you to take part in the shift report. This helps you be an active partner in your care.

If you choose, the nurses will do the shift report in your inpatient room. Nurses often call this a *bedside shift report*. You can meet the nurse taking over your care. You can also ask questions and share information with your nurses.

You can have family members or other loved ones take part in the report. Your nurses will only talk about your health care with others if you say it is OK.

You will still have daily visits from your doctors to talk about your care.

What happens at the shift report?

Your nurses will introduce themselves to you and anyone else with you. The nurse coming on duty will write his or her name on the white board in your room.

They will invite you to take part. If you have visitors you do not want to invite to the report, they can leave the room and come back later.

The nurses will talk with you about your health, including why you are in the hospital and what is happening with your care.

If you have intravenous access (IVs), wounds, or dressings, the nurses will check them.

If you have tests or lab work scheduled, they will give you that information. If there are results from tests or lab work, they will tell you about the results.

They will ask you what could have gone better for you during the last shift.

They will ask about what you hope to do during the next shift. For example, you may want to get out of bed. You may just want to sleep. The nurse on duty will try to help you meet your goals.

The nurses want you to ask questions and share your concerns.

The bedside shift report is usually short, because the nurses need to do reports with the other patients in the unit. If you have concerns, the nurse coming on duty will come back later to spend more time with you.

How do I take part?

Listen. You are an important part of your care team. We want to make sure you have complete and timely information.

Speak up. If you have questions or concerns, the bedside shift report is the perfect time to ask or talk about them.

Ask questions. If the nurses use words or share information that are not clear to you, please ask them to explain. They want to be sure you understand what they are saying.