

Guideline

Medical-Surgical - Unit Practice Manual
John Dempsey Hospital - Department of Nursing
The University of Connecticut Health Center

Page 1 of 3

GUIDELINE FOR: Shift Report

RN/LPN to RN/LPN:

- The purpose of shift report is to communicate patient care issues to the following shift.
- The method by which shift report is given on Medicine 4, Medical/Surgical 5, and Surgery 7 will be via a face-to-face verbal report.
- The following elements should be included during shift report:
 - Patient Name, room number, age and admission date
 - Diagnosis
 - Code status
 - Isolation precautions
 - Restraint or 1:1/Constant Observation order and date of current order
 - Focused patient history
 - Abnormal vital signs
 - If on telemetry, most current rhythm (Medicine 4)
 - Untoward events that occurred during the shift
 - Plan of care for the on-coming shift (Scheduled tests/procedures, pending lab work, follow - up consents, orders, etc)
 - Abnormal lab or diagnostic test results
 - Discharge/transfer information
- DO NOT READ THE NURSING KARDEX/NURSING ROUNDS REPORT (from POE) OR GIVE NORMAL FINGERSTICKS, LABS, VITAL SIGNS
- Tools: Kardex - Please bring the kardex back out to the clerical area immediately following report
- Estimated time of Report = 1 minute/patient
- Report begins PROMPTLY at the beginning of a shift
- Additional patient information is available from other sources on the unit(DO NOT INCLUDE IN VERBAL REPORT):
 - Complete past medical history/course of hospital stay
 - Medications
 - Treatments/wound care
 - Diet
 - Social history
- **NOTE:** If the RN/LPN is delayed/late or a staff member is being floated to a unit and may be arriving late and the charge nurse has been notified of the delay, the charge nurse will obtain report for the incoming RN/LPN after first obtaining his/her own shift report. The charge nurse will communicate this information to the incoming RN/LPN upon arrival to the unit

GUIDELINE FOR: Shift Report

RN/LPN to CNA/MA Report:

- The purpose of this shift report is to communicate specific patient needs and the plan of care for the shift with the CNA/MA.
- The method by which shift report is given will be via a face-to-face verbal report as well as a written worksheet. The nurse will fill in sections of the CNA/MA daily worksheet with relevant information as suggested below.
- The following elements should be included during verbal/written report, but not limited to:
 - Weights
 - VS Frequency
 - AM/PM Care
 - Lab Work
 - Scheduled tests
 - Repositioning Needs
 - Fingersticks
 - I & O
 - Activity level
 - Fall precautions (or other precautions)
 - EKG
 - Drains/Tubes
 - Diet
 - Code Status
- Tools:
 - CNA/MA worksheet
 - The CNA/MA will initiate his/her own worksheet
 - Worksheets will vary from unit to unit.

CNA/MA to CNA/MA report:

- The purpose of a CNA/MA to CNA/MA report is to communicate patient care issues relative to beginning work of taking VS, answering call lights, etc, and prior to receiving report from RN/LPN for the shift.
- Outgoing CNA reports to incoming CNA at change of shift for CNA related activities. Extraneous conversations are not acceptable.
- The following elements should be included during CNA/MA to CNA/MA report:
 - Specimens needed
 - Patients who are NPO or who have specific dietary needs
 - Patients in restraints and/or patients on 1:1/Constant Observation
 - Patients on Fall precautions or any other type of precautions (respiratory, contact, etc.)
 - Patients off unit for procedure
 - Code status

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Page 3 of 3

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- Tools:
 - CNA/MA worksheet
 - The CNA/MA will initiate his/her own worksheet
 - Worksheets will vary from unit to unit.

- Estimated time for report = 10 minutes, at change of shift

Charge RN: Charge RN Report

- The purpose of charge nurse report is to communicate overall staffing and patient care issues prior to the beginning of a shift.

- The following elements should be included during a charge nurse report:
 - Staffing expectations/issues
 - Acute Patient Status- who is high acuity
 - Potential admissions/discharges/transfers
 - Significant untoward events during shift

- Estimated time for Report: 10 minutes, at change of shift

EFFECTIVE DATE: 4/04

REVISION DATE: 6/06, 3/09