



ONE OF THE BEST APPROACHES FOR ENHANCING PERSON-CENTERED CARE THROUGH A BEDSIDE SHIFT REPORT/A NARRATIVE INTEGRATED LITERATURE REVIEW

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Abstract:

Introduction: This narrative review highlights the importance of person-centered care through the Nurse Bedside Shift Report (NBSR) with the involvement of patients and their families. Person-centered care focuses on the individual's preferences, values, and needs in healthcare delivery, promoting a collaborative approach between healthcare providers, patients, and their loved ones. Nurses play a crucial role in minimizing stress and reducing anxiety and solicitude for patients during hospitalization, especially during the Nursing handover Bedside Shift Report (NBSR) where patients and their family members actively participate in their care planning and decision-making processes for better healthcare outcomes. This study explores the significance of person-centered care, and strategies for promoting Nurse Bedside Shift Report (NBSR) involvement, discusses the benefits

and challenges associated with its implementation, and provides recommendations for enhancing person-centered care practices in nursing.

Aim: This narrative study aims to ensure continuity of change-of-shift report or handoff communication to the real-time process of exchanging patient information between healthcare providers with the involvement of patients and their family members.

Methods: In this study, information regarding the selected topic via electronic database search was used to find pertinent papers published between 2000 and 2024 for a narrative review, we used the PIOCT technique for literature search are MEDLINE, Google Scholar, and PubMed databases for the relevant studies, Included both qualitative and quantitative method that dealt with NBSR and patient involvement.

Results: This review incorporated 703 studies from various websites, such as Google Scholar (255), PubMed (149), and CINAHL (100), and 23 studies were analyzed according to inclusion and exclusion criteria.

Conclusion: By reviewing this literature we would like to enlighten the important points that the Nursing Bedside shift report is an effective handoff practice to maintain the continuity of care while providing a person-centered approach to ensure that patients and their family members are involved in their day to day activities and care planning.

Impact: Bedside shift report has a positive impact on both nurses and patients in terms of satisfaction and outcomes by improving effective communication with patients and healthcare providers, work efficiency and prioritizations, nurse accountability, and teamwork.

Patient or Nurse Contribution: Patient and nurse contributions are not required for this study.

Keywords: Person-centered care approach, Patient engagement, decision-making, Nurse Bedside Shift Report, Patient empowerment

Introduction:

Patient engagement is a critical component of quality healthcare delivery because it fosters active participation, shared decision-making, and ultimately improved health outcomes (1). An innovative method known as the nurse bedside shift report (NBSR) involves moving critical patient data and care duties from one nursing shift to the next at the patient's bedside (2). To obtain the best possible health outcomes, individuals and healthcare providers must communicate effectively (3). Patient engagement, defined as the effective involvement of patients in their care, has been increasingly recognized as a cornerstone of high-quality healthcare delivery (1). A potential communication tactic to encourage patient engagement is the nurse bedside shift report (NBSR), which involves patients in the handover procedure during shift changes. The purpose of this narrative review is to evaluate the body of research on NBSR and its effect on patient involvement (4). Engaged patients are more likely to adhere to treatment plans, experience better health outcomes, and report higher levels of satisfaction with their care (5). By involving patients in bedside shift reports, NBSR seeks to empower patients, enhance their understanding of their health condition and treatment options, and promote shared decision-making (6).

Despite the growing recognition of NBSR as a promising communication strategy, there remains a need for a comprehensive understanding of its impact on patient engagement (7). For nurse supervisors, poor communication during shift-to-shift reporting poses a safety risk. Approximately 80% of significant medical mistakes occur during provider handoffs. The primary means of communication for nurses to convey information about and culpability for patients between shifts is the nursing shift report (NSR) (8, 9). In the absence of a well-functioning reporting mechanism, communication during the nurse shift report can be hazardous. When the nurse handoff process is standardized and patient-centered, reliability increases (10).

Patient participation in information sharing between healthcare professionals during shift changes is given priority by NBSR (11, 12). NBSR promotes direct contact between patients and nurses by holding handoff talks at the patient's bedside, which supports a patient-centered approach to care

delivery (13). During shift changes, patients can confirm information, raise questions, and express concerns thanks to NBSR, which encourages accountability and transparency in patient care. This cooperative method lowers the possibility of unfavorable outcomes, improves communication errors, and increases overall patient safety (14). Patients who are steadily involved in their care through NBSR report higher levels of satisfaction with their healthcare experience. Patients value the chance to voice their views, participate in care conversations, and receive individualized attention from medical professionals (15).

Several obstacles can arise while implementing the Nurse Bedside Shift Report (NBSR), which could prevent it from being widely used in healthcare settings (6, 15, 16). When compared with conventional handoff procedures performed away from the patient's bedside, conducting shift reports at the patient's bedside may take more time. It can be difficult for nurses to find enough time for NBSR in between all of their other clinical duties, which could result in hurried or insufficient handoffs (10). Delicate patient information is discussed during non-beneficial self-referral (NBSR) sessions, which may cause privacy issues for both patients and healthcare practitioners (17). Patients may feel vulnerable or uneasy during these conversations, especially if private or keen information is being discussed. While conducting NBSR, it is crucial to protect patient privacy and confidentiality, however, this can be difficult in crowded hospital settings (18). Implementing NBSR may be hampered by resistance from healthcare providers used to traditional handoff procedures (19). Adopting this communication technique may be met with resistance or hesitation from certain nurses who are reluctant to alter established procedures or who believe that NBSR is unnecessary. To gain buy-in and support for NBSR implementation, it takes strong leadership, education, and communication to overcome staff resistance (20, 21).

To give patients greater control over their care, nurses present shift-to-shift reports at the patient's bedside. This practice is known as "bedside nurse shift report." The bedside report has numerous advantages for the patient and the healthcare team, such as improving staff-patient relations and elevating patient satisfaction. A shift-to-shift report approach that involves patients more closely was adopted by a nursing unit partly because of concerns regarding the old means of communication between different shifts (13). To close this gap, a narrative overview of the literature on NBSR and patient participation has been written. This review aims to educate healthcare professionals, policymakers, and researchers on the potential of NBSR to transform communication practices and promote patient-centered care delivery by analyzing the advantages, difficulties, and implications of NBSR in boosting patient involvement.

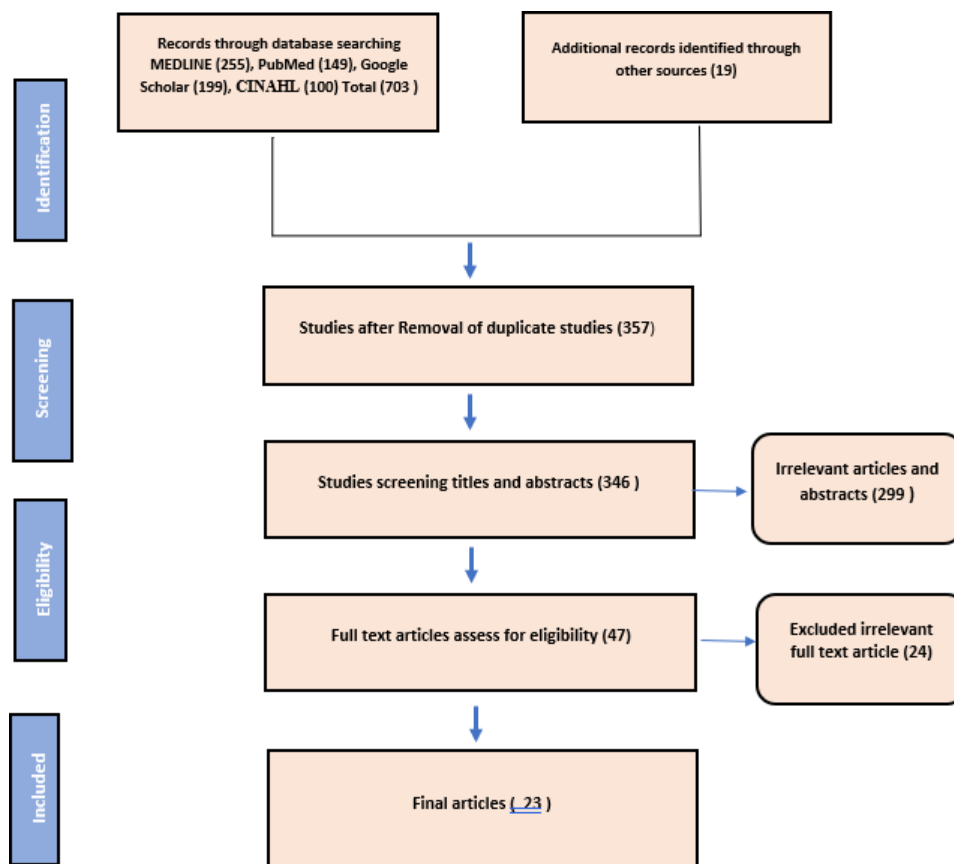
Methods:

This review was directed as per the PICOT strategy so that efficient audits might be able to see the challenges of promotion patient engagement with attendants during bedside shift reports and patient fulfillment due to the individual hospitalized care approach. Text words contained in the titles and digests of applicable articles and track down these electronic data sets such as PubMed, CINAHL, and Scopus, were completely looked to find relevant exploration that was distributed somewhere in the range of 2000 and 2024. To find articles, a few blends of catchphrases like "nurture bedside shift report," "patient commitment," "correspondence," and "handover" were used. Research that addressed NBSR and its association with patient inclusion was included. To find significant subjects and decisions about NBSR and patient support, information extraction, and combination were done, Exculation certia followed by 2 primary Researchers (J iqbal and M.Zaman) without ODI, missing full text artcial and studies not published in Index Journal.

Results:

The literature search created a total of 703 articles. Among these, 357 were recognized as copies and were therefore eliminated. The leftover 346 references went through a starter screening process, where titles and edited compositions were inspected for significance as per the incorporation model. Considering this screening, 47 articles were selected for a complete evaluation, including a full-text

survey. Within this subset of 47, 43 examinations were likewise excluded because of multiple reasons, A critical appraisal was conducted, and the sum of 23 studies met the attention criteria and were consolidated in the final review.



Prsima Chart:1

Discussion:

The reviewed article explained the challenges of bedside shift report and patient engagement. It also explained the different concerns addressed during bedside shift report while patient engagement. In some studies seen there was not patient engagement during bedside shift report it led to patient mistrust and non-satisfaction. Some studies there was no standardized approach about bedside shift report and patients were not aware of their rights. There were not aware of treatment and plan of care which one provided by nurses or physician. Even there were

Conclusion:

After reviewing the literature review, we found that patient engagement and involvement was significant during NBSR and that patients raised their concerns during NBSR and also enhanced the patients' satisfaction as well as led to standardized patient care through person-centered care approach. NBSR encourages patient-centered communication and empowers patients to actively engage in their care journey by incorporating patients in the handover process. A potential way to improve patient participation is through the nurse bedside shift report, which involves patients in care discussions and decision-making. Notwithstanding several difficulties, NBSR's advantages in enhancing patient outcomes, safety, and happiness highlight its effectiveness

as a communication tactic. Future studies should concentrate on assessing the long-term benefits of NBSR on patient engagement and creating top practices for its application in various healthcare environments.

Recommendation:

It is highly recommended that nurses conduct the handoff communication at the patient's bedside where face-to-face interaction is utilized, and engaging the patient and family members to participate in shared decision-making, which strengthens patient-centered care and improves patient safety.

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