

FREQUENTLY ASKED QUESTIONS

Model of Care Shift to Shift Report



What if the patient just arrived on the unit and the Patient Summary Tool (PST) isn't done yet?

If the PST isn't done yet, use the information from the Transfer of Accountability tool (TOA) to provide important information about the patient to the oncoming shift.

What if I arrive and the nurse from the previous shift has left and didn't give a verbal report?

Escalate to your Operational Manager or After Hours Manager. It is the expectation that all nurses will remain to provide a verbal report at shift change.

What if I don't agree with the patient assignment?

Patient assignment is the RN's decision. If you do not agree with this decision, then have a discussion with RN about your concerns. If needed, escalate to the Operational Manager or After Hours Manager.

What if I am not familiar with/uncomfortable providing some of the care for the patient assigned to me?

Have a collaborative conversation with your team/RP that you are not familiar or comfortable with the procedure/task and get some assistance so the patient can receive the care. If you need training to become more comfortable or competent at the task, contact your Clinical Practice Manager so that a learning plan can be developed.

What happens if the patient's acuity changes during the shift?

Immediately consult and collaborate with your team. Take care of the immediate needs of the patient. Update the PCNA and the NEWS tool, as well as the PST. Discuss whether or not the patient assignment needs to be changed.

What if the nurse is off the unit at shift change?

If the nurse needs to be off unit during shift change i.e. accompanying a patient to DI, then the nurse should receive verbal report from a team member in the same module.

Does a new Patient Summary Tool (PST) have to be completed every shift?

A new tool does not have to be started. The current tool is updated along the shift and at least 30 minutes before shift change. The tool is filled out in pencil so that changes can be made and updated.

Is the Patient Summary Tool (PST) a permanent part of the chart?

No, the PST is a "worksheet" that is updated by the nurse. It is not a part of the patient's chart.

Does the Patient Summary Tool (PST) replace the Kardex?

It is up to the individual nurse whether he/she wants to continue to record on the Kardex. However, the PST is the document of record, meaning this is the document that will be referred to during shift to shift report and passed along to the oncoming shift.

I like to come in early to get ready for my shift; will I know who my patients will be?

You will know which pod or module you are in, but you will not always know which patients will be assigned to you until the shift to shift report is complete.

The shift to shift verbal report was done quickly, where do I get the rest of the information about my patients?

The verbal report is focused on important information that occurred during the previous shift and what you need to know or do for the upcoming shift. To get more information refer to the Patient Summary Tool, the Care Round Board, progress notes in the chart, and your own assessment.