

# Pre-Shift to Shift Report

OM: Determine modules for RN and RPN patient assignment based on patient rooms as well as the expected number of patients the RP would be expected to care for each shift (for example on 8 hr shifts the RP would have 2 on days, 3 on evenings and 6 on nights)

OM: Provide training dates - to cover no less than 80% of the staff. Recommendation: bringing staff in a half hour early for start of shift to receive training

SOP: Provide copies of the shift to shift tools, including standard work, script and FAQ's with the front line nursing staff during their scheduled 30 minute training session

# During Shift Change

## **RP**

- 1) Request overhead that staff meet in their designated modular area, and ensure all nursing staff are aware of which module(s) they will be reporting in
- 2) Receive report from the off-going RP
- 3) At the completion of your shift to shift report, circulate module to module to capture any high level safety and/or patient concerns
- 4) Confirm patient assignments for each module following shift to shift report and nursing team assignment discussions

# During Shift Change

## Nursing Staff:

- 1) Meet as a module in their designated modular area
- 2) Off-going nurse to **use the completed Patient Summary Tool (PST) for reference during verbal report.**

Verbal report will include:

- **updated NEWS/PCNA scores,**
- **what is your current assessment,**
- **what has changed and what the receiving nurse should be looking for**

- 3) Provide Patient Summary Tool to oncoming staff

# Post Shift to Shift Report

## **Nursing Staff:**

- 1) Review the NEWS and PCNA score from outgoing shift and determine who is the best/most appropriate care provider on this shift. (This is a team discussion. If you do not agree with the decision, have a discussion with RN in your module about your concerns. The CNO Standards indicates that the patient assignment is ultimately the RN's decision. If needed, escalate to the Operational Manager or After Hours Manager. )
- 2) Update in-room patient white board and confirm the patient assignment with the RP