

## Abstract

This project sets out to determine the impact of a new intervention during nursing shift handoff on a medical-surgical unit as it relates to patient satisfaction. The intervention was the use of three scripted questions during bedside introduction and eventual bedside report in order to engage the patient and keep the patient informed of their care. Patient satisfaction scores from the HCAHPS survey and feedback received on clinical supervisor/nurse manager rounding surveys were reviewed in order to determine the impact on patient satisfaction scores after the initiation of this intervention. HCAHPS scores did not show improvement; however feedback on clinical supervisor/nurse manager rounding surveys showed slight improvement in number of positive responses received.