

Evidence supports the use of a standardized shift report form during shift-to-shift report with the benefits of an efficient and succinct communication between nurses, a decrease in unnecessary overtime, an increase in patient safety, and an increase in nurse satisfaction. The aim of this project was to develop and implement a standardized communication method with a shift report form, educate bedside nurses on the use of the standardized shift report form, and evaluate nurses' perception and satisfaction with using the form. Nurses' perception and satisfaction with using a standardized shift report form was measured by comparing their responses to a questionnaire provided before and after the implementation of the shift report form. Bedside nurses were educated on the standardized shift report form which followed the communication method DD-BSR. The standardized communication method DD-BSR focuses on the top five patient care items when giving report: 1) Diagnosis, 2) Diet which includes how the patient takes their medication, 3) Bowel and bladder, 4) Safety/skin and lines, and 5) Readiness, how the patient transfers. Kurt Lewin's three-stage change theory guided the implementation of the standardized communication method. The Mann-Whitney U Test was used to investigate whether there was statistical significance between nurses' perception and satisfaction with shift-to-shift report before and after using a standardized shift report form. Even though the results of this project did not show a statistical significant difference, the standardized communication method developed in this project DD-BSR may be further applied to projects or studies improving communication during shift report.

Keywords: *shift-to-shift report, shift report, hand off, handoff tool, standardized communication, bedside shift report*