

OBJECTIVE

To create a consistent, safe, and reliable 1:1 sitter workflow across all inpatient units to keep workplace injuries to a minimum and improve communication.

BACKGROUND

Employee incident report reviews reveal several recurring barriers that impact sitter effectiveness, patient safety, and staff workflow:

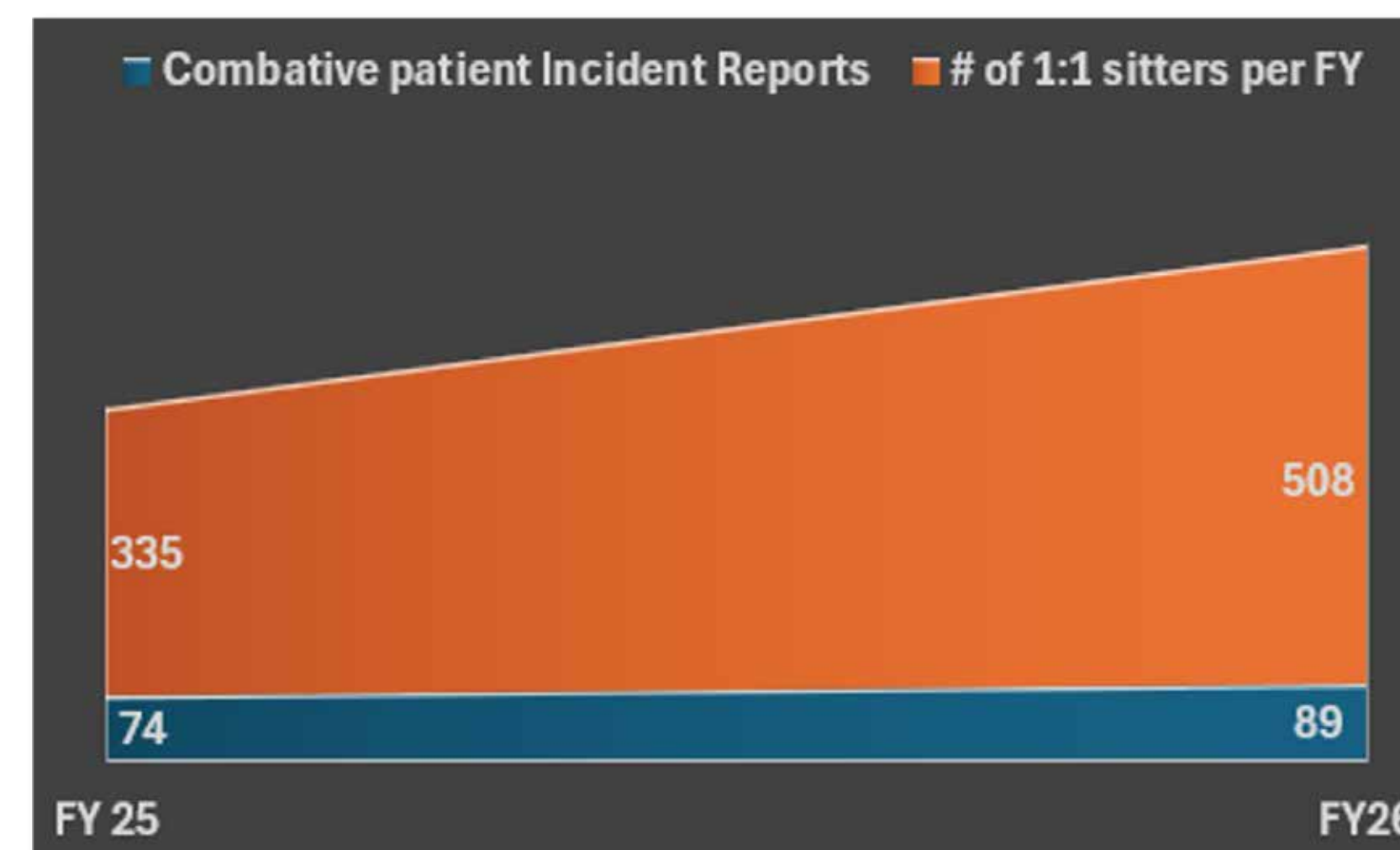
- Inconsistent use of safety bags
- Failure to have safety alarm device consistently
- Limited availability and inconsistent used of sitter bag resources
- Decreased confidence in early interventions / de-escalation skills
- Unclear processes for PRN Medication Utilization

ACTIONS TAKEN

- Added additional bags and safety alarms to all inpatient units
- Implemented one standardized rechargeable safety alarm hospital wide
- Building 1:1 sitter storyboard in Epic
- Creating a “getting to know the patient” document to help with communication barriers and to help build a rapport with the patients

SAFETY FIRST: Improving Sitter Workflow

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1:1 Sitter Bag

The screenshot displays the '1:1 Sitter Handoff' report in the Epic EMR system. It includes sections for Vitals, Patient Lines/Drains/Airways Status, Dietary Orders, Last Pain Rating, Hygiene Documentation (last 72 hours), Skin Assessment, Fall Risk Score, and Mental Status/Behavior. The report is organized into a grid with tabs for different categories of patient information.

ANALYSIS

Data shows a steady increase in 1:1 sitter utilization across recent fiscal years. This rise correlates with higher employee incident reports, indicating gaps in workflow consistency and safety practices. Standardizing sitter workflow and strengthening communication tools are expected to reduce incident reporting over time.

NEXT STEPS

- Round on all 1:1 sitters three times a week to assess workflow, safety practices, and real-time needs.
- Audit sitter bag readiness and safety alarm compliance during each rounding cycle.
- Go live with the standardized 1:1 Handoff Report to ensure consistent communication between sitters and nursing staff.
- Roll out a patient-centered information sheet that highlights preferences, triggers, calming strategies, communication needs, and safety considerations.
- Track findings to identify trends, reinforce expectations, and guide targeted coaching.