

# SOP Template: Documentation, Reporting Issues, and Communication with Nursing Staff

This SOP details the procedures for **documentation, reporting issues, and communication with nursing staff**, ensuring accurate record-keeping, timely reporting of patient concerns, and effective collaboration among healthcare team members to maintain high standards of patient care and safety.

## 1. Purpose

To establish standardized processes for accurate documentation, prompt issue reporting, and clear communication between nursing staff and the broader healthcare team.

## 2. Scope

- All nursing staff
- Healthcare providers interacting/communicating with nursing staff
- Relevant administrative personnel

## 3. Responsibilities

Role	Responsibilities
Nurses	Document patient information, report issues, communicate concerns promptly.
Unit Managers	Oversee documentation practices, follow up on reported issues, facilitate communication.
Other Healthcare Staff	Engage in clear communication, document relevant interactions, and escalate issues as needed.

## 4. Procedures

### 4.1 Documentation

1. Record all patient information (vitals, assessments, medications, interventions) promptly in the designated electronic or paper health record.
2. Ensure accuracy and completeness; correct errors by following institutional guidelines (e.g., single line through mistakes with initials/date in paper charts).
3. Document using clear, objective, and concise language. Avoid slang or subjective statements.
4. Complete documentation at the time of care whenever possible; delayed entries must be clearly marked as such.
5. Secure all records and maintain patient confidentiality at all times.

### 4.2 Reporting Issues

1. Identify and promptly report patient concerns, changes in condition, equipment malfunctions, or safety issues.
2. Utilize the designated reporting mechanisms (verbal, electronic, or incident reporting system) based on severity and urgency.
3. Inform the charge nurse or unit manager for critical or unresolved issues.
4. Document the issue, actions taken, and communications in the patient record where appropriate.
5. Follow-up on reported issues to confirm resolution or further escalation.

### 4.3 Communication With Nursing Staff

1. Utilize standardized tools (e.g., SBAR: Situation, Background, Assessment, Recommendation) for handoff and briefing.
2. Maintain professionalism and respect in all verbal and written communications.
3. Confirm receipt and understanding of information, especially for critical or time-sensitive matters.
4. Attend and actively participate in shift reports, team huddles, and interdisciplinary meetings.
5. Escalate communication to appropriate leadership as per chain of command if concerns are not adequately addressed.

## 5. References

- Hospital policies on documentation and reporting
- Regulatory guidelines (e.g., Joint Commission, HIPAA)
- Professional standards (e.g., ANA Code of Ethics)

## 6. Revision History

Date	Version	Description	Author
2024-06-15	1.0	Initial SOP template release	Admin