

Enhancing Patient Satisfaction Through the Use of a Patient-Centered Communication Tool

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Background

- Communication between the patient and care team is essential in providing patient-centered care
- Though not as easily incorporated as “63% of ICU nurses believed that nurse to patient communication was inadequate on their unit”
- By utilizing a standardized communication tool, variability in communication amongst the patient and care team is effectively eliminated, streamlining understanding of goals, interventions, and plan of care for the patient

Practice Change

Implement Patient-Centered Communication Tool among critical care units to improve care team to patient communication and overall patient satisfaction

Methods

- Present proposal information and specific instruction to participating RNs in critical care units
- Administer Patient-Centered Communication Tool & RN Evaluation Questions to participating RNs
- Specific instruction for RNs; tool to be passed out to any participating patients, then utilizing evaluation once patient has completed
- Anonymous results collected after 12 weeks

Results



Patient-Centered Communication Tool & RN Evaluation Questions


Appendix A
Patient-Centered Communication Tool

-What do you want to ASK your care team/provider today?

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-What do you want to TELL your care team/provider today?

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Appendix B
RN Evaluation Questions

Instruction: RN to ask patient these questions following rounds/care conversations and fills out; to be collected by ICU/CCU residency cohort.

-Do you feel your care team answered your questions appropriately? If not, what could have been done differently?

-Do you feel your knowledge of your care plan has improved after utilizing the patient-centered communication tool & speaking with your care team?

Summary/Discussion

Next Steps:

- Implement communication tool on other floors at Northern Light Eastern Maine Medical Center
- Continue to provide education on the importance of patient-centered communication to the multidisciplinary care teams

Barriers of Study:

- Lack of time for patients to complete tools and for RNs to complete evaluations
 - Patients unable or unwilling to participate
- Lack of time to implement study due to COVID restrictions for residency

Conclusion

- Overall, patient satisfaction increased following the implementation of the Patient-Centered Communication Tool
- Barriers included insufficient time for patients and RNs to complete worksheets, lack of patient participation, and limited time to carry out study
- Additional barriers included the presence of multiple communication tools (e.g., whiteboards, hand outs) creating confusion among staff
- Staff reported the tool and overall implementation process to be convenient and beneficial