

Barriers to Communication in the Healthcare Setting: Would an Electronic Form of Communication Help?



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Background

- Communication between registered nurses & providers is one of the largest barriers in healthcare.
- Currently EMMC RNs are able to communicate to providers in general by phone call or page, no electronic form of communication between RNs & providers is in place.
- As technology advances, electronic communication (text, instant message, email, etc.) can be implemented into healthcare.

Practice Change

- To determine if staff would be open to using electronic communication at EMMC, multiple physicians, physician's assistants, and RNs were surveyed on the matter.

Methods

- Design survey material to distribute on G4 Cardiac & P6 Cardiac units at EMMC.
- Survey RNs, PAs, & MDs on each unit.
- Review results and create statistics
- Present to cardiac staff, education departments & managers.

Survey Tool and Results

- Have you used any form of electronic communication previously? (email, text, messenger, or other quick reply notification system on server)
- Do you receive phone calls from nursing staff regarding non-urgent care that could be managed through quick response of electronic communication?
- Approximately how many pages from nursing staff do you receive regarding non-urgent care each day?
- Do you feel being notified of non-urgent information via electronic communication would be preferred over receiving a page/phone call?
- Circle which of the following communication notifications are appropriate for answering through electronic communication:
May Shower, Family visiting with questions, Diet order, Pt would like to see provider, PRN BP management, SS insulin increase/decrease, Night sleep aid, Nausea, K+ replacement, PT/OT consult, Mag replacement, PRN mild pain, Other _____
- Do you believe an electronic communication system would improve patient care?
- Do you believe electronic communication would enhance patient safety?
- Do you believe electronic communication would be beneficial to patient outcomes at EMMC?
- Would you like to see EMMC implement an electronic communication system?

A separate variation was given to RNs.

Provider Surveys

Out of the 23 Providers surveys completed 23 providers would choose electronic means of communication.

Nursing Surveys

Out of 45 surveys completed by registered nurses 45 RNs would choose electronic means of communication.

Summary/Discussion

- Using data collected from RNs and providers through the means of surveys allowed for data analysis to determine if each profession would benefit from having a form of electronic communication to ease work flow and stream line patient care.

Conclusion

- A high percentage of staff surveyed would be open to implementing an electronic form of communication for non-urgent matters between RNs & providers.

