Improving Patient-Centered Care Through the Use of Whiteboards
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Background
- Patient whiteboards are one method used to help facilitate communication between patients and their care teams
  - With the purpose to actively include patients in their care and educate them about what will occur during hospitalization, patient whiteboards are ubiquitous communication tools that can help improve patient safety
- For the full benefit of whiteboard use, it must be integrated into daily workflow with clear role responsibilities, and boards must be kept updated efficiently with full compliance by all care team members
- In doing so, patient whiteboards serve as a key tool to help improve patient-centered care

Methods
- Presented informational flyers for RNs and CNAs to review individually
- Applied modified whiteboards to patient rooms 400-415
- Administered anonymous paper post-surveys to RNs and CNAs
- Interviewed RNs and CNAs for feedback regarding efforts to utilize whiteboards, impact on unit, and interdisciplinary communication

Results
- **Feedback and Reviews of Modified Whiteboard Implementation**
  - **Positive Feedback**
    - “I have found the boards are easier for staff to follow, and have prevented delay in care for ADLs”
    - “I have enjoy using the board as a conversational piece with my patients, it has been helpful to find out how I can cater myself best to their individualized care plan”
  - **Constructive Feedback**:
    - Less information on board or more spread out
    - “There is a lot of information to look at all at once”
    - “I would remove the I/Os section”
    - “There needs to be a much larger section to write the plan - more space in general to write”
    - “Minimize the images and create more space for writing”

Summary/Discussion
- **Next Steps**:
  - Forward and discuss feedback received from RNs and CNAs regarding impact of modified whiteboards with patient safety committee for future use
  - Continue to educate and encourage RNs and CNAs working in the clinical setting on the importance of updating patient whiteboards
- **Barriers of this Study**:
  - Delay in receiving approval for the study
  - Lack of time to prepare and educate RNs and CNAs on implementation
  - Lack of time to acquire survey data and coordinate feedback sessions with RNs and CNAs

Conclusion
- While certainly not a sole contributor to KPI scores, the unit’s score on respect and courtesy significantly increased
- Patient falls for the floor have decreased
- Barriers included lack of participation in pre- and post-surveys.
- Additional barriers included the delay of implementation, lack of whiteboard pens available and error in measurement which created board and print to be smaller than intended
- Some staff reported whiteboards “allowed better communication between patient and care team”
- Other staff members reported “the board is too busy, too much to check off and circle”

**Modified Whiteboard**

### Healthcare Team
- Charge Nurse:
- Doctor/Provider:
- Primary Nurse:
- Respiratory Therapist:
- CNA:
- Care Manager:

### My Pain Management
- **0 to 10 Pain Scale**
- **Faced 1 - 2 today**
- **Faced 3 - 5 today**
- **Faced 6 - 10 today**

### My Diet
- **My Nutrition**
  - **NPO**
  - **Blood Sugar (ACIS)**
  - **Restrict Fluids: Yes/No**
  - **Restrict Albumin: Yes/No**
  - **Restrict Water: Yes/No**
  - **Restrict Salt: Yes/No**
  - **Restrict Fat: Yes/No**
  - **Restrict Protein: Yes/No**

### My Plan of Care
- **Daily Weight:**
- **Bed Scale:**
- **Floor Scale:**

### My My Discharge Planning
- **Discharge Goals:**
- **Medications:**
- **Home Meds to be Returned:**