Enhancing Inpatient Team Communication Among Pediatric Nurses and Residents

Authors: Andrew Hayes, D.O., Anne Washofsky, D.O., Lia Boggs, RN, Chad Ward, D.O.

Background

Nurse and physician collaboration is important in patient care satisfaction. Improving communication among the inpatient nurses and residents was identified as a top priority within our Pediatric Quality Improvement Committee at Carilion Children's Hospital for 2021.

Aims

To reduce the number of communication deficiencies among the inpatient pediatric nurses and residents by 20% as measured through our pediatric inpatient communication survey within a 1-year period.

Methods

Communication committee formed (inpatient pediatric residents and nurses).
Communication survey administered.
Interventions were identified through survey results and committee planning:

- **Nurse-Intern Mentor Program**
- **Human Factor Engineers audit of rounding which led to addition of a clinical lead nurse on rounds**
- **Communication Guidelines for nurses and residents**

PDSA cycles carried out following interventions
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Results

	Pre (SD)	Post (SD)
# Responses		
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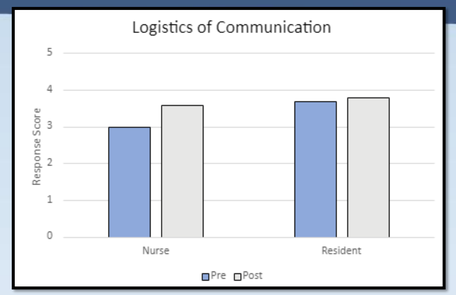
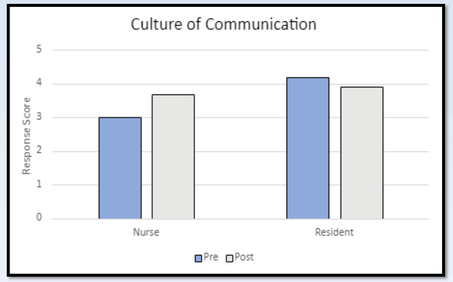
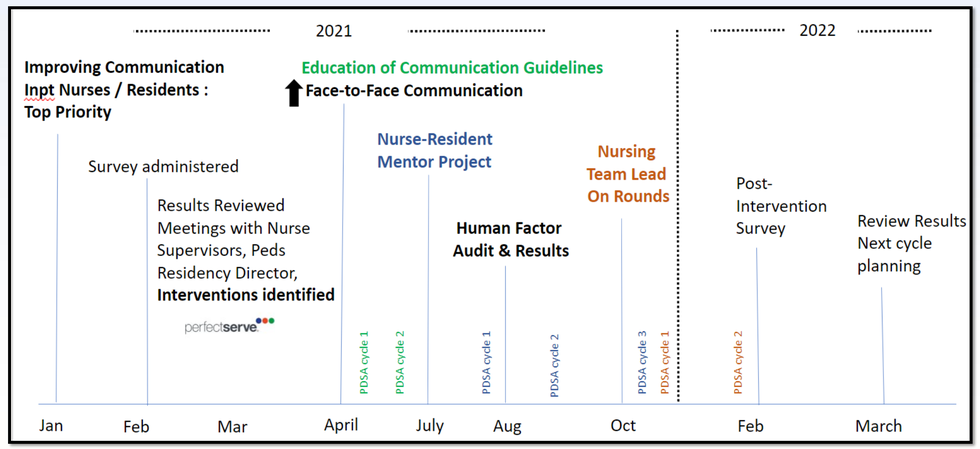
Figure 1 & 2: Communication Survey responses for Nurses and Residents pre & post interventions







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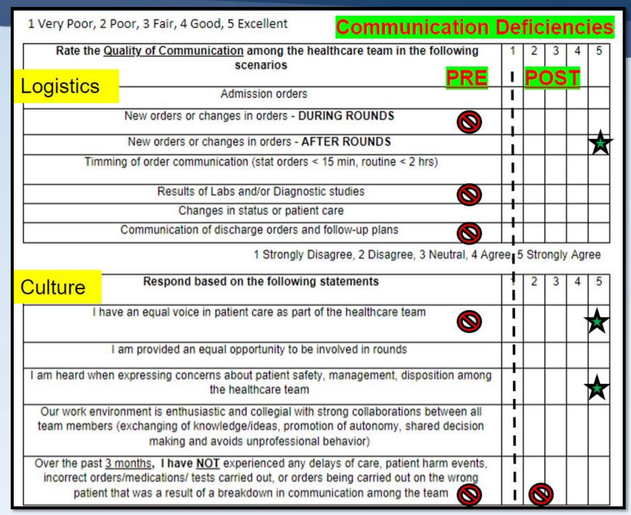

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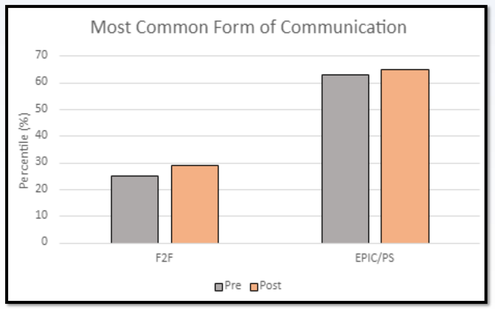

Figure 5: Most common forms of communication. Face to Face (F2F) v Digital (EPIC/PerfectServe®)

Summary & Conclusion

Communication deficiencies among nurses and residents decreased following the initiation of Nurse-Intern Mentor program, addition of Clinical Lead Nurse on rounds, and implementing communication guidelines for nurses and residents. There was NO improvement in the communication deficiency responses involving the "delays of care". Face-to-face communication also did not significantly improve post-intervention. More intervention planning is required to promote improvement in face-to-face communication among nurses and residents.

Limitations

High nursing staff turnover, limited nursing team lead availability.

Future Directions

Expand nursing-intern mentor program.
Increasing frequency of lead nurse on rounds.
Further identify breakdowns in communication that lead to delays in patient care.

References

Wang YY, Wan QQ, Lin F, Zhou WJ, Shang SM. Interventions to improve communication between nurses and physicians in the intensive care unit: An integrative literature review. *Int J Nurs Sci*. 2017;5(1):81-88. Published 2017 Nov 24. doi:10.1016/j.ijnss.2017.09.007

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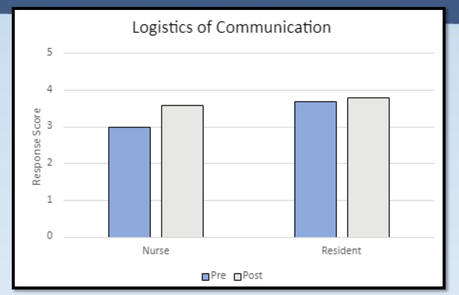

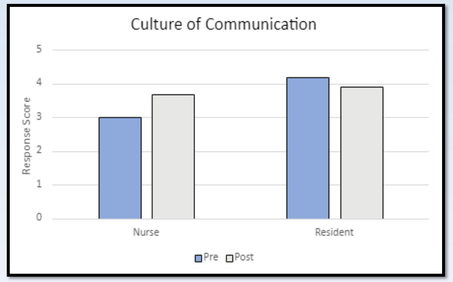

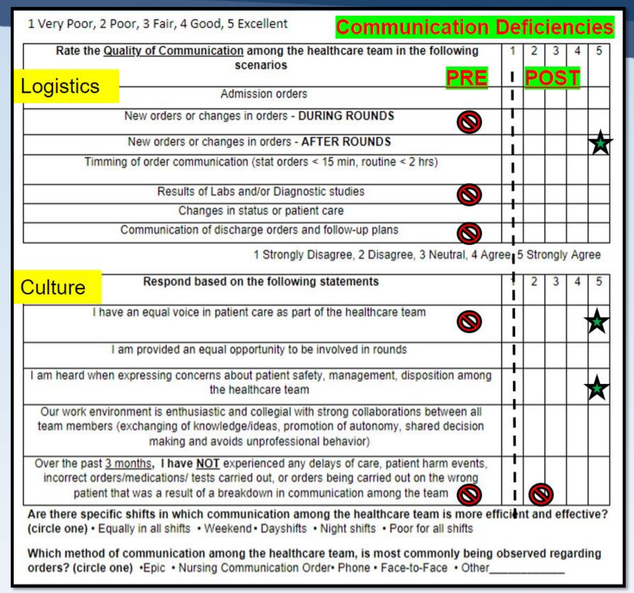

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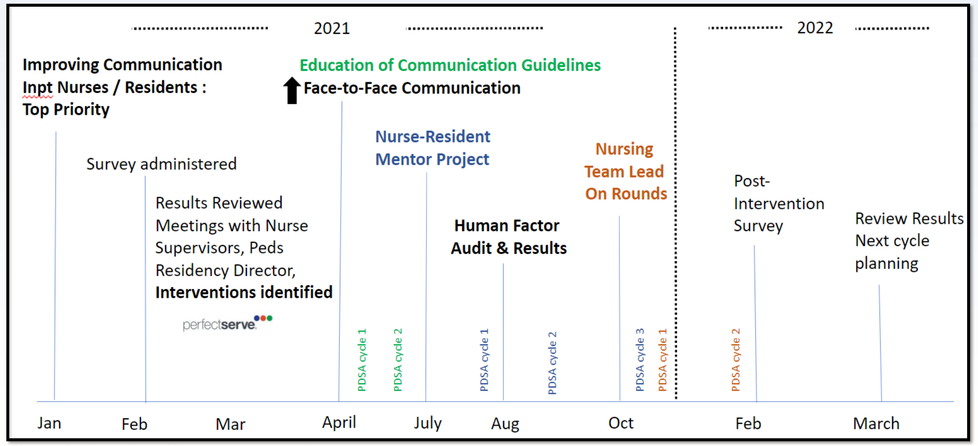

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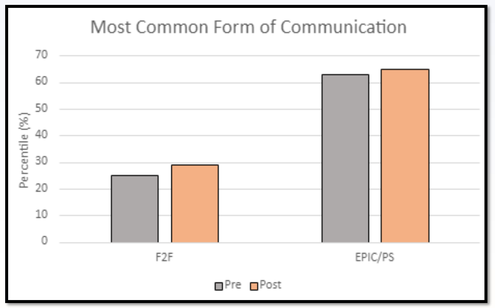

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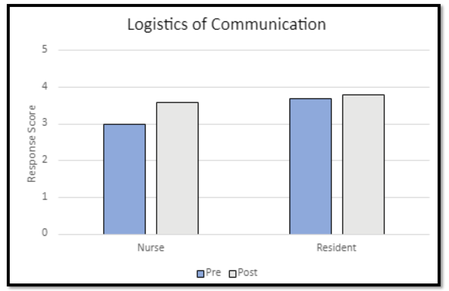

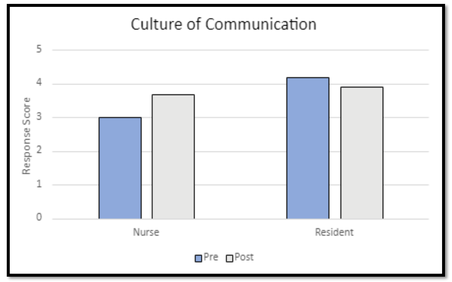

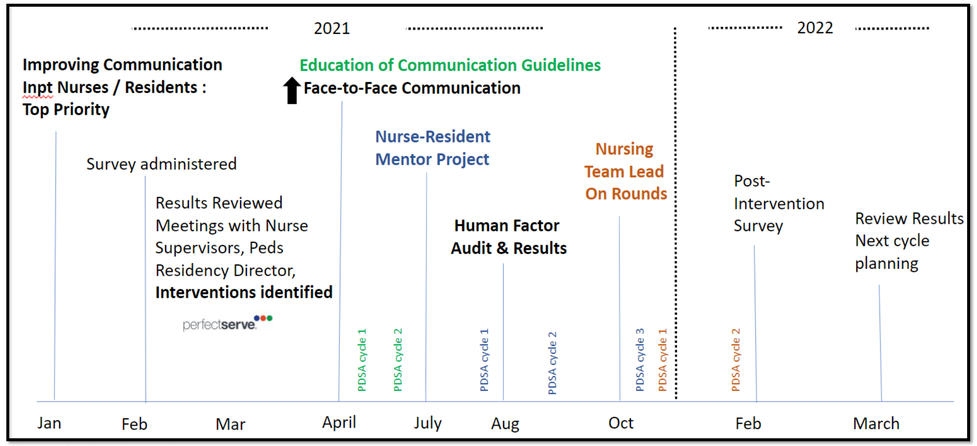

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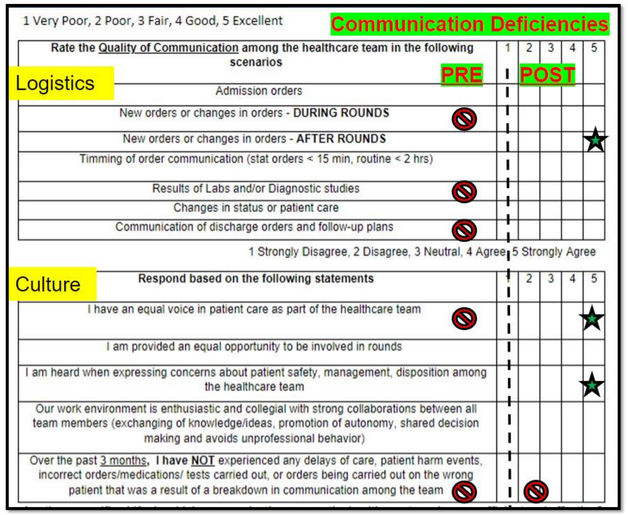

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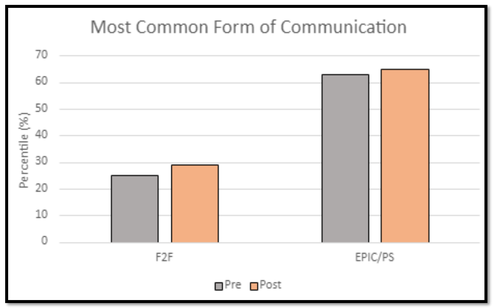

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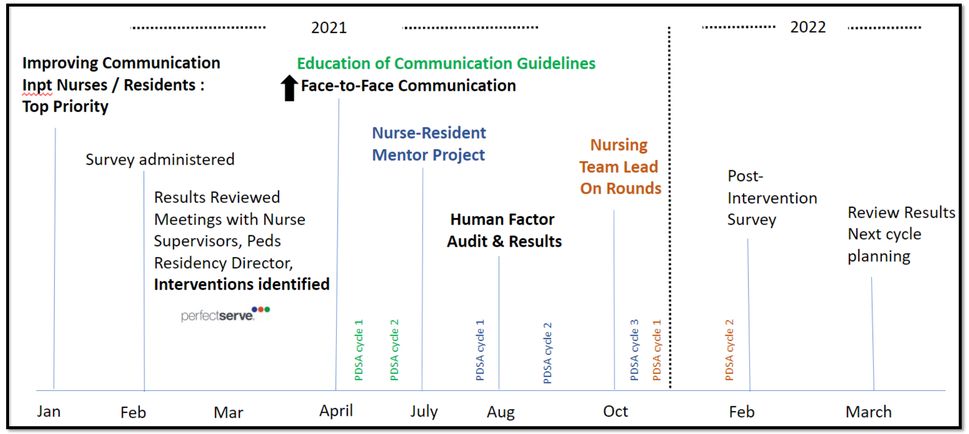

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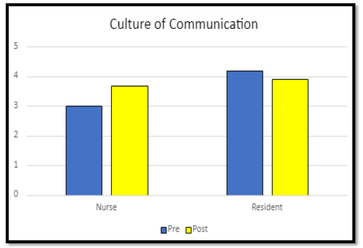

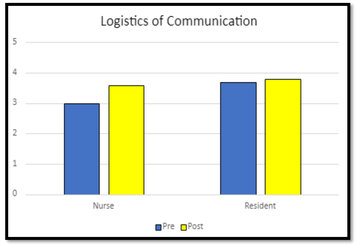

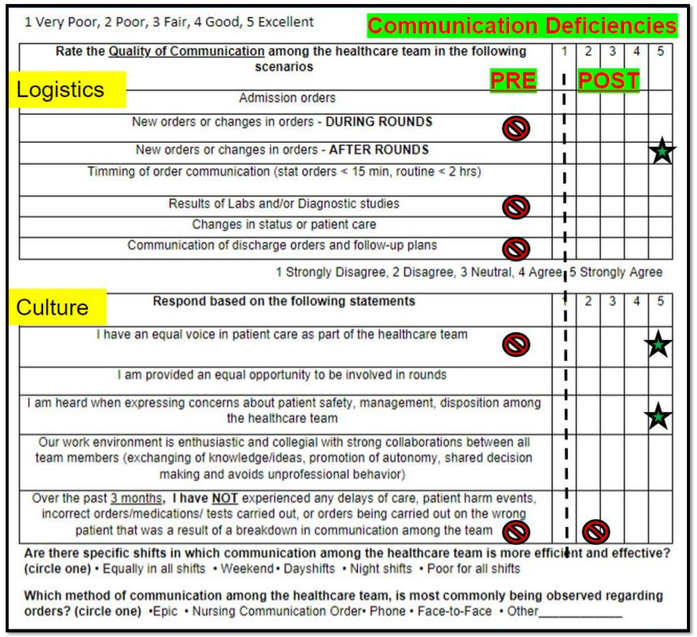

Summary

Figure 2: Cor
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interventions

Conclusion / Future Directions

Smaller PDSA cycles to identify effects more rapid

Continual improvement a new staff (residents and nursing) begins

Limitations

Logistics domain focused on system and rounds-based issues
Culture domain evaluated overall feelings of mutual respect and collaboration

Survey fatigue from RN and resident staff

High RN turnover rate give the current climate
Small response rate in some circumstances

CARILION Children's

Enhancing Inpatient Team Communication Among Pediatric Nurses and Residents: A Multi-Intervention QI Project

Authors

Carilion Children's Hospital; Roanoke, Virginia

QR CODE

Background

Breakdown in communication between physicians and nurses can lead to delays in care and create patient harm

We identified communication deficiencies among the inpatient nurses and resident staff

AIMS

Improve the logistics and culture of communication in patient care workflow within the pediatric healthcare team by 20% as measured by the Pediatric Inpatient Healthcare Team Survey (PTCS) within a 1-year period.

Methods

In January of 2021, a communication committee was formed from leaders among inpatient pediatric residents and nurses. A 14-question communication-deficiency-survey (5 point-Likert Scale) was developed and administered one month later. Intervention planning was carried out three months post-survey to develop three targeted interventions to improve communication among the residents and nurses. The Human Factors Engineering Team (HF) was involved in observing communication practices among the inpatient team and identifying additional recommendations for improving communication.

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From ppt

Figure 1: Frequently repeated issues leading to barriers in

Results

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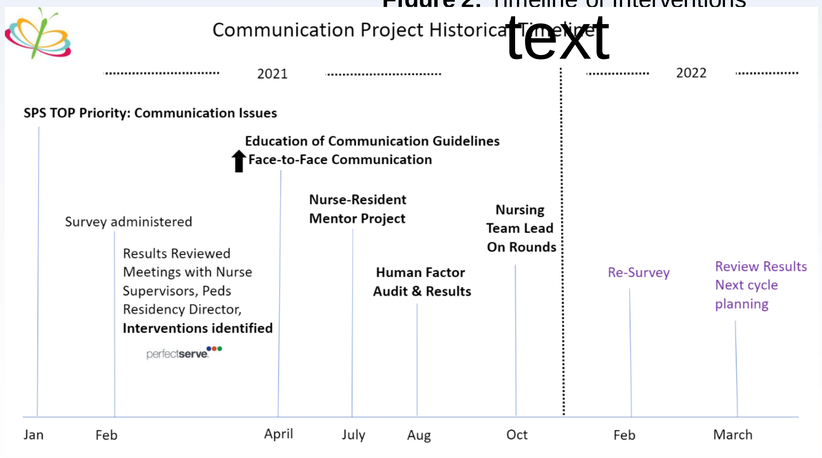

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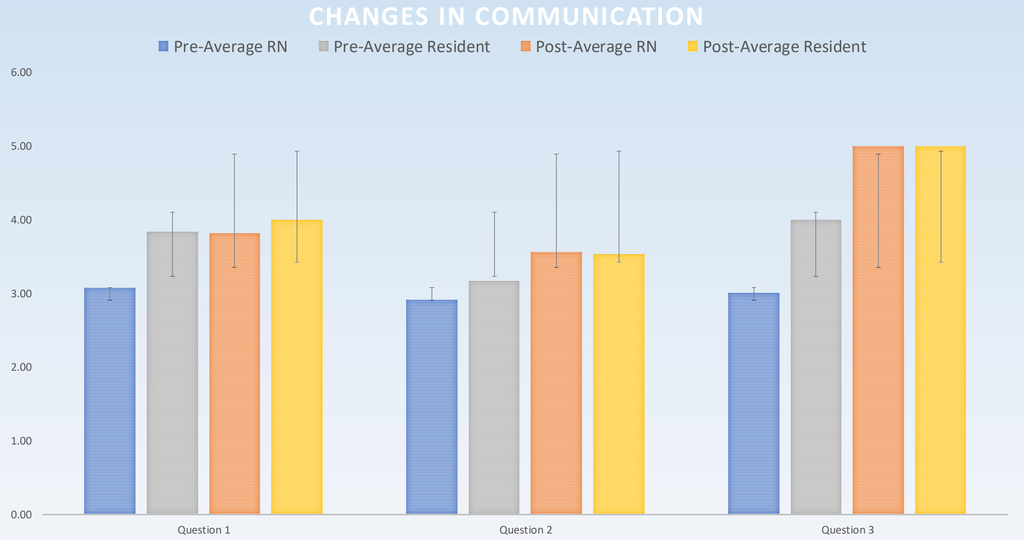

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