



Improving Communication Between Outpatient and Inpatient Nurses

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Introduction

Effective communication between nurses is important for the understanding of the patient's needs and also their safety. Nurse dissatisfaction in report includes missing information, poor communication and an increased risk of patient harm.

P- Pediatric Hem/Onc Nurses

I- Standardized shift report

C- Standardized communication tools are implemented.

O- Reduce the amount of missed communication during handoff to improve communication and enhance patient safety

Question: How does a standardized communication tool improve communication during transitions of care and promote patient safety?

Methods

Studies were researched using the PubMed database and Nursing Reference Center. Twelve articles were found and five were used for this project that were conducted within the last 5 years.

Keywords: communication, patient report, nurse-nurse communication, shift report, effective communication

Results

Article	LOE	Methods	Results
Chung, Kristy Davis, Irene Moughrabi, Samira Gawlinski, Anna (2011)	Level V	Pilot study implemented with a standardized tool for shift report.	Nurses felt that the report was more thorough and accurate, it took less time to search for missing information, reduced "late start" shift time.
Brick, Nerys (2012)	Level II	Three randomized controlled trials with data extraction occurring in relation.	The training programs appeared to be effective in improving some areas of oncology healthcare professionals communication skills.
Kasinathan, Sharmila Ang, Emily Lee, Jenny (2012)	Level III	The project utilized a pre and post audit methodology. This was implemented over a 6 month period, there was 100% compliance.	It showed an improvement in the inter-shift patient handover but also shortened the duration handover by 21.67 per RN
Weigand, Melissa (2012)	Level	Two surveys were given to nurses in a home care setting designed to expand leadership skills and provide a basic understanding and acquire skills in peer-peer communication.	Primary objectives were achieved in that the staff satisfaction and communications were improved.
Miltner, R (2012)	Level II, VI	Study conducted using the Plan-Do-Study-Act. Survey on how they felt shift report effected communication and patient safety, this was also repeated after the use of the communication tool.	The tool yielded results favoring open communication, an increase in the quality of information received, and that they could rely on shift report safely to perform well in their duties. Furthermore, nurses reported significant improvement in communication specific to report.

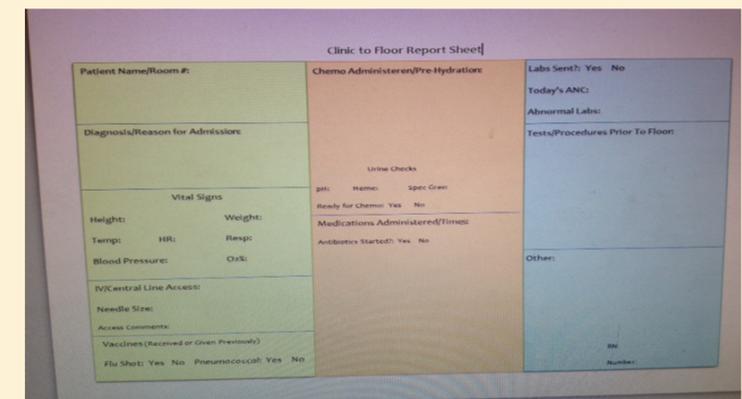
Discussion

- Several studies were conducted that compared patient handoffs before and after a standardized report tool was implemented on several nursing units.
- A core group of nurses were chosen and educated on the tool to be implemented, and met with during the course of the trials to determine its effectiveness and recommendations for change.
- Additionally, we conducted a trial of our own that implemented the use of a pediatric hematology/oncology acute patient report sheet and followed through with the nurses filling out the forms in clinic, and receiving them on the unit.

Conclusions

The studied communication tools provided a more thorough and accurate report while improving the communication skills between nurses. It also shortened the length of time for patient handover, improved staff satisfaction and increased the overall safety of the patient.

Recommendations for our study included a lengthened trial and further education on the standardized report tool.



References

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