

Missed Care Events: A Way to Enhance Communication and Decrease Missed Care Between Registered Nurse and Technical Partner.

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Missed Care Events: A Way to Enhance Communication and Decrease Missed Care Between Registered Nurse and Technical Partner.

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Introduction

- While communicating with Registered Nurse's (RNs) and Technical Partner's (TPs) who work in the Intensive Care Unit at Muhlenberg Campus (ICU-M), it was found that there was a lack of communication between the two, which was leading to missed care opportunities. The most common missed care opportunities included:
 - Foley care : cleaning Foleys with CHG
 - Timely blood sugar checks
 - Patient (Pt) turns every two hours
- Objective: Nurse Residents in ICU-M put into effect a visual aide on Pt white boards, to test the effects on RN and TP communication.

PICO

- Would there be fewer missed care events between RNs and TPs if a visual tool was implemented on patient's white boards, in ICU rooms, with 3 commonly missed care events.
- P – ICU RNs and TPs
- I – Create a visual tool using the white board in patient's rooms and 3 commonly missed care events.
- C – Measure missed care opportunities as reported by RNs on a pre and post survey.
- O – Enhanced communication between RNs and TPs, as well as fewer missed care opportunities.

Evidence

- Several reports from the Institute of Medicine have stated that good communication among healthcare providers is essential for safe and quality patient care. (Judd, 2013)
- Breakdowns in communication cause more sentinel events and errors in patient care than any other factor. (Judd, 2013)
- One study showed that missed care can lead to increased financial burden as well as significant decline in the patient's health. (Phelan, McCarthy, & Adams, 2018)

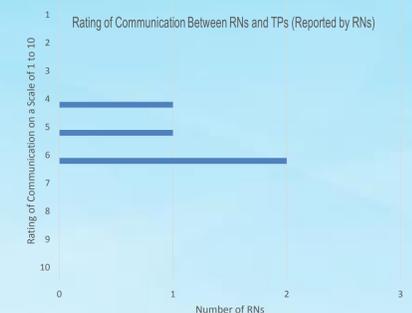
Implementation

- Process Indicators
 - 45 pre-surveys were handed out on the ICU-M floor to clinical nursing staff in order to evaluate the number of times patient care was late/missed and how clinical nursing staff viewed communication between RNs and TPs
 - Post- surveys were handed out after tool had been in use for 2 weeks.
- Implementation
 - A communication tool was placed on the patients white board in ICU-M patient rooms. On this tool were listed the three patient care items, blood sugars, Foley care, and patient turns.
 - RNs and TPs were required to initial under the patient care item, as well as mark the time, each item was completed.

Pre-Survey



Post Survey



Outcome

We were unable to conclude whether or not the tool contributed to better communication between RNs and tech partners. Several factors contributed to this including: no tech partners on night shift, staff members erasing the tool from the whiteboards, staff members not using the tool, and poor survey response.

Next Step

Our next step would be to improve the tool so it is easier for the RN/TP to use and then repeat the study. We would create a separate board instead of using the existing whiteboards because RNs use these boards for other purposes, which contributed to the tool being erased. We would also be more persistent in making sure that more people filled out the surveys. Additionally, educating the staff more about the project could perhaps encourage them to use the tool more often.

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