

## Improving Delegation & Communication Between RNs and TPs

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# Improving Delegation & Communication Between RNs and TP

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## Background/Triggers

- Improper use of the 5 rights of delegation from RNs to assistive personnel
- Miscommunication causes errors in patient care
  - Blood glucose testing not being completed
  - Abnormal vital signs not being reported
  - Foley catheters removed prematurely
  - Morning and evening care not being completed
- Lack of communication between RNs and assistive personnel

## PICO

For RNs and TPs on 6KS, 7KS and TPO, does a formal report using the 5 rights of delegation compared to no report, improve communication and delegation between nurses and technical partners?

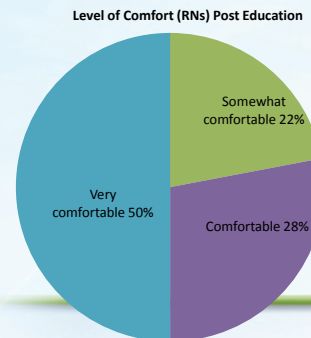
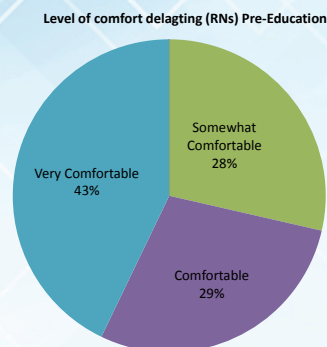
- P: RNs and TPs on 6KS, 7KS and TPO
- I: Does a formal report using the 5 rights of delegation
- C: Compared to no report
- O: Improve communication and delegation between nurses and technical partners

## Evidence

- Improper communication and delegation has led to missed patient care.
- Involving assistive personnel in the delegation process has been seen to reduce errors in patient safety.
- Research shows that there is a lack of knowledge related to the 5 rights of delegation
- Proper education on delegation enhances communication thus improving patient care and satisfaction

## Implementation

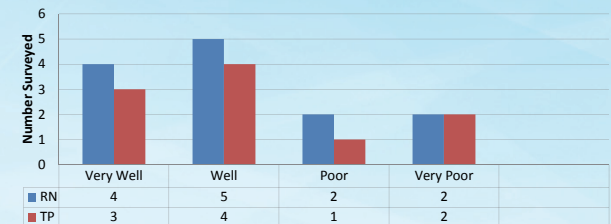
- A pre-implementation survey for both RNs and TPs tailored to each discipline
- Education provided to RNs and TPs via a TLC module
- Observations to evaluate if delegation/report is being performed
- Post-implementation surveys provided to both RNs and TPs.



## Outcome/Results

- After delegation, training and observation, the technical partners surveyed said they felt as though the nurses communicated well(3) on a scale of very poor(1) to very well(4). Overall both nurses and technical partners reported communication has improved.
- After education, nurses were able to identify delegation issues within the situations given with better accuracy.

Quality of communication perceived by RNs and TPs



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