

## Improving Nurse Patient Communication

Cara Hoffman RN  
*Lehigh Valley Health Network, Cara.Hoffman@lvhn.org*

Helay Vargas BSN, RN  
*Lehigh Valley Health Network, Helay.Vargas@lvhn.org*

Follow this and additional works at: <https://scholarlyworks.lvhn.org/patient-care-services-nursing>



Part of the [Nursing Commons](#)

## Let us know how access to this document benefits you

---

### Published In/Presented At

Hoffman, C. & Vargas, H. (2020, August). Improving Nurse Patient Communication. Poster presented at LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact [LibraryServices@lvhn.org](mailto:LibraryServices@lvhn.org).

# Improving Nurse Patient Communication

Cara Hoffman, RN  
 Helay Vargas, BSN, RN

Lehigh Valley Health Network, Allentown, Pennsylvania

## BACKGROUND

- Nurse patient communication on 6C: February HCAHPS score of 71%
- If the RN is not notified directly of pain by the patient, the total time the patient is in pain increases, decreasing patient satisfaction.
- Without direct access to the RN, patient to nurse communication is being reported as not being addressed in a timely manner.

## PICO

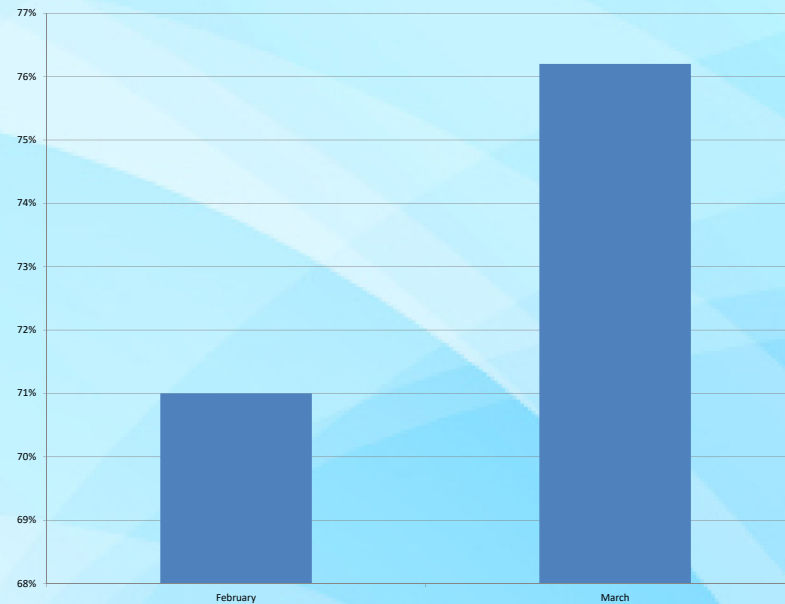
- P- Med-Surg Nurses
- I- Providing nurses Ascom # to patients strictly used to report pain.
- C- Not providing nurse Ascom #
- O- Nurse/patient communication HCAHPS scores

## EVIDENCE

- According to (Kourkouta & Papathanasiou, 2014), good communication also improves the quality of care provided to patients.
- According to (Jones, 2003), effective communication is an essential aspect of nursing care.
- According to (Young, Horton, & Davidhizar, 2006), JHACO findings suggest that after years of neglect, inadequate management of pain continue to be common.
- According to (Mcquay, Moore, & Justins, 1997), the steps to successful management are regularly assessing pain and adverse affects: developing protocols for monitoring and treating pain...
- According to (Mcquay, Moore, & Justins, 1997), the key to successful management of pain is education, not new drugs or high tech delivery systems. Existing tools can do the job...

## OUTCOMES

February HCAHPS scoring results vs. March HCAHPS scoring results



Before implementing the intervention, HCAHPS scores regarding nurse to patient communication was 71% on the unit for the month of February. Following the intervention, scores rose to 76.2% in March.

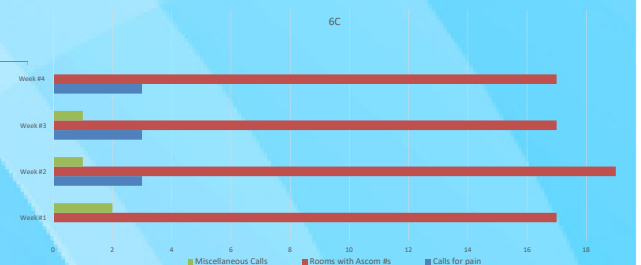
## REFERENCES

- Jones, A. (2003). Nurses talking to patients: Exploring conversation analysis as a means of researching nurse-patient communication. *International Journal of Nursing Studies*, 40(6), 609-618. doi:10.1016/s0020-7489(03)00037-3
- Kourkouta, L., & Papathanasiou, I. (2014). Communication in Nursing Practice. *Materia Medica*, 26(1), 65-67. doi:10.5455/msm.2014.26.65-67
- Mcquay, H., Moore, A., & Justins, D. (1997). Fortnightly review: Treating acute pain in hospital. *Bmj*, 314(7093), 1531-1535. doi:10.1136/bmj.314.7093.1531
- Young, J. L., Horton, F. M., & Davidhizar, R. (2006). Nursing attitudes and beliefs in pain assessment and management. *Journal of Advanced Nursing*, 53(4), 412-421. doi:10.1111/j.1365-2648.2006.03735.x

## IMPLEMENTATION

- All nurses on 6C were advised to list their Ascom numbers on patients boards who were AOx4, without cognitive, hearing, vocal or visual dysfunctions that would prevent them from utilizing a phone safely and effectively.
- The intervention was in place from March 1, 2020 to March 31, 2020.
- Tally sheets were left at the nurse's station to be used by nurses in order to keep track of how many patient phone calls received, how many were for pain, and how many were not for pain.
- Spot checking was completed in order to ensure compliance.
- HCAHPS score regarding nurse to patient communication prior to the intervention were then compared to HCAHPS scores following the intervention.

## NEXT STEPS



With the results seen in the table above, unit 6C will continue to implement this strategy for patients who qualify. [LVHN.org](http://LVHN.org)