

## Developing Standardized Communication between Nurses and Technical Partners

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### Published In/Presented At

Gilbert, T. & DeJesus, C. (2020, October 15). Developing Standardized Communication between Nurses and Technical Partners. Poster presented at LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

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# Developing Standardized Communication between Nurses and Technical Partners

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## BACKGROUND

“Approximately 80% of errors in healthcare are credited to miscommunications occurring during the transfer of care. The negative consequences of these errors for the patient are extended hospitalization, increased costs, and actual harm (Galatzan, Carrington, 2018).”

## PICO

In healthcare workers, does the use of a standardized shift report tool compared to no tool, help to facilitate communication between RNs and TPs?

- **P-** Nurses and Technical Partners
- **I-** Use of standardized shift report tool
- **C-** No tool
- **O-** Better communication measured by MSR scale/survey distributed to staff

## EVIDENCE

- In addition, there was significant improvement in the nurses' perceptions of standardized bedside handoff versus the usual handoff.
- Independent t tests were used to compare the results of the MSR scale and pre and post implementation revealing a statistically significant improvement in the nurses' overall perceptions of shift report pre-implementation versus post implementation.

## OUTCOMES

- After incorporating a communication survey studies show:
  - 95% of RNs and TPs wish to have a communication tool to ensure better communication and safe patient care.
- A standardized communication tool shows improvement with open communication, quality of exchanged information, and prepares RN's and TPs at shift report.

## IMPLEMENTATION

- Send survey (MRS scale) to RNs and TPs on the unit to see if a standardized communication tool would be effective.

**MRS scale to be distributed to both RNs and TPs on 5c**

Open communication  
I find it enjoyable to talk with other nurses (or TPs) on this unit  
It is easy to ask advice from nurses on this unit  
It is easy for me to talk openly with other nurses on this unit  
Communication on this unit is very open

Quality of info exchanged  
The accuracy of info passed among nurses on this unit leaves much to be desired  
I feel certain nurses do not completely understand the info they receive.

Shift report  
The change of shift report I receive prepares me to care for my patient  
It is often necessary for me to go back and check the accuracy of info  
The change of shift report I receive on my patients helps me do my job well

## NEXT STEPS

To develop a standardized communication tool between TPs and RNs.

Patient Name	Mobility	Continent	ACHS	Skin

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