

Nurse Communication

“ During this hospital stay, how often did nurses explain things in a way you can understand? ”

COMMUNICATION

During Admission Rounding

“It is important for you to understand your care. Sometimes we use a lot of healthcare terminology that does not always make sense to patients. If at any time you have questions about your care, please let us know and we will be happy to explain anything to you in detail.”

During Patient Rounding

“Tell me about your plan of care. What are your goals today?
What is important to you?”
“Has my team explained everything to you clearly?”
“What questions do you have about your care?”
“Has your nurse used your whiteboard to keep you informed?”
“Who does an excellent job of explaining information to you?
What makes their communication special?”

During Discharge Rounding

“We pride ourselves on excellent communication with our patients. During your stay, were we clear in explanations about your care?”
“Did our staff make sure our explanations were made clear to you and your family?”

PROCESS

Daily Patient Goals

- Patients should be asked daily about their goal for the day; this should be done as part of daily rounding; along with bedside shift report. Using a white board (or if one is not available a posted daily goal sheet) is a good way to keep the care team informed of the patient’s daily goals since it establishes an agreement between the caregiver and the patient
- Goals can be clinical (ex. walking, medication, pain management) and/or non-clinical (ex. taking a bath, visiting with family, washing their hair)

Care Plans

- Plans should be developed based on the patient’s diagnosis, physician’s orders, and social / emotional needs and expectations; they must define necessary actions and timelines. The responsibility for development of the care plan should rest with the patient’s primary nurse

Consistent Use of Whiteboards

- Whiteboards are helpful tools to share key information; they include the following information at a minimum: caregiver information (names of primary nurse, patient care assistant, physician, and other key team members and method of contacting), the patient’s daily goals and shift report time

