

An Integrative Interventions to improve Nurse-Physician Communication in promotion of Patient Safety

Registration No.

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INTRODUCTION

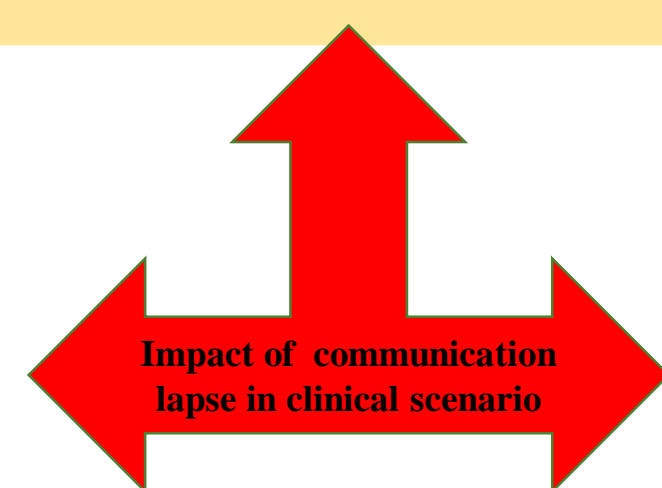
Effective nurse-physician communication has positive effects on the quality of patient outcomes, such as increased patient satisfaction, shortened length of stay (LOS), and decreased adverse events. On the contrary, ineffective nurse-physician communication may compromise patient safety and increase healthcare costs. The Joint Commission reported that failure in communication causes two-thirds of sentinel events in healthcare. Identified that dysfunctional communication accounts for 91% of the medical errors reported by resident physicians, which are linked with increased costs in healthcare institutions.

In Apollo Proton Cancer Centre found that communication gap is being addressed by patients and reflected on patient feedback CRM portal.

Consultant feedback –Mentioned about “Inadequate communication by Nurses” and recommended to inculcate Structured Communication” among Nurses.

IMPACT / RESULT

Parameters	No.of reports
No. of CRM complaints	9
No. of consultant feedback on Nurses Communication gap for escalation	5
Incident reports raised on Non-Compliance to IPSG goal-2	6
Critical reports not escalated on time to Consultant	5



Survey link

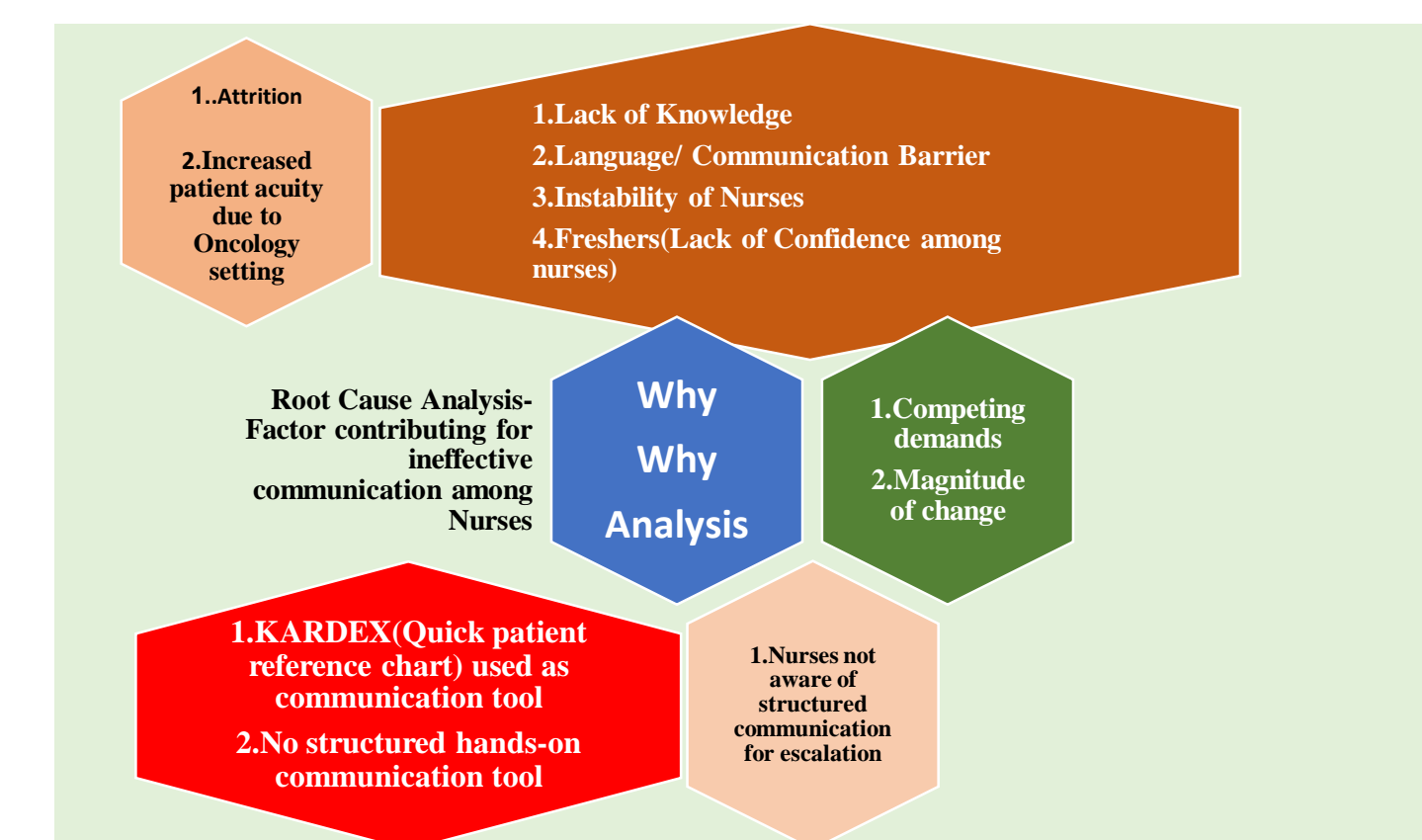
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Analysis :

- Based on survey response from 40 nurses 16 (40%) nurses were Fresher's and 15 (37.5%) were in below 2 years of experience.
- For question cause for communication lapse between Nurse and consultant 11(27..5%) said Lack of Confidence, 8(20%) said Anxiety, Communication barrier and 2(5%) said Lack of Knowledge in the subject matter.
- Kardex(Quick Reference Chart used as handing over)

11. Are you aware of the communication tool used for clinical handing over, Mention it-

Responses	Latest Responses
40 Responses	"Kardex"
	"Kardex tool"
	"Kardex tool"



AIM

- To ensure patient safety to prevent errors
- To improve patient satisfaction by improving communication among Nurses
- To Build confidence among nurses
- To ensure accuracy in clinical practice
- To maintain excellence in nursing care
- To promote patient satisfaction beyond expectation
- To excel in quality nursing care
- To bring about customer delight
- To prevent errors in health care system
- To promote culture of safety
- To maintain National & International Accreditation standards.

METHOD

Quality Improvement project taken by adapting FOCUS & PDSA model to improve communication

To create survey link and get Nurses feedback to identify Communication lapse

Case presentation, Role-play, Implementation of Structured handing over process

CONCLUSIONS

IPSG- 2 highlights the importance of effective communication when verbally communicating patient care orders, reporting critical diagnostic results and during handovers of patient care. Ensuring that patient data is communicated accurately and understood by the recipient is critical to reduce errors and improve patient safety. To support this, it is recommended that verbal and telephone orders should be written down when received and read back to the individual providing the information. The hospital should have a consistent and complete handover process for transitions within the hospital.

This Quality Improvement project has been chosen based upon Patients feedback taken during their discharge.

A Small step to create roadmap to advocate Patient Advisory Council.

SUSTENANCE

- Structured communication practice has been inculcated in Nursing induction training to impart culture of effective communication
- Structured communication has been included in Nursing Annual Training plan to ensure its sustenance
- Application of ISBAR technique for handing over process and for escalation of critical values
- Sensitizing nurses on importance communication and to promote culture of safety by adopting different teaching methodology like Role play, Panel Discussion, Case presentation
- To ensure quality standard on 100% compliance to IPSG-2 on daily basis.
- Recommendation given to quality department for Implementation of ISBAR structured communication tool.

REFERENCES & ACKNOWLEDGEMENT

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- Effective Communication between Nurses and Doctors: Barriers as Perceived by Nurses Amudha P, Hamidah H, Annamma K* and Ananth N

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