



Background

Patient education is an integral part of patient care and the patient experience while hospitalized. From the first encounter in the emergency department until discharge, patient and families are educated each step of the way. Nurses are at the frontline of patient contact and experience, which is crucial in the education process.North 1 ED Annex is a 12-bed observation unit whose patient criteria changed twice in eight months. This abrupt change affected the unit HCAHPS RN communication scores to drop below 50th percentile. The Unit-Based Practice Council (UBPC) formed a task force to review the data and assess the best practice methods to educate staff.

Purpose

The purpose of the project is to improve the RN Communication scores by optimizing the unit culture through a set structured communication approach and techniques.

Design & Methods

The Unit-Based Practice Council (UBPC) formed a task force to lead in developing & conducting a Patient Experience and Education Project (PEEP). The group reviewed the data and assess the best practice methods to educate staff.A Nurse-Patient Communication and Education Survey was conducted and results collected.North 1 ED Annex nurses skills, teaching styles and barriers were then analyzed and interpreted.

Performance Data (Pre-Survey Data) \Diamond

How often	do you a	assess you	ir patie	nt's learnin	g needs?
Answered: 21 Skip	oped: 0				
Always					
Usually					
Sometimes					
Rarely					
Never					
C	0% 10% 20	0% 30% 40%	50% 6	0% 70% 80%	90% 100%
ANSWER CHOIC	ES		R	ESPONSES	
Always			6	1.90%	13
Usually			2	8.57%	6
Sometimes			9	.52%	2
Rarely			0	.00%	0
Never			0	.00%	0
TOTAL					21

	-	
And a constraint is Nurse Patient hswered: 21 Skipped: 0 Extremely important Not so important Not so important Not so important 0% 10% 20% 30% 40% 50	Communication to you?	ç
ANSWER CHOICES	RESPONSES	
Extremely important	61.90% 13	
Very important	38.10% 8	
Somewhat important	0.00% 0	
Not so important	0.00% 0	
Not at all important	0.00% 0	

Patient Experience And Education Project (PEEP) North 1 ED Annex **PCS Goal Category - Best Patient Experience** Dinah Ginete, RN, BSN, CMSRN & Peter Charles Aglipa, RN, BSN



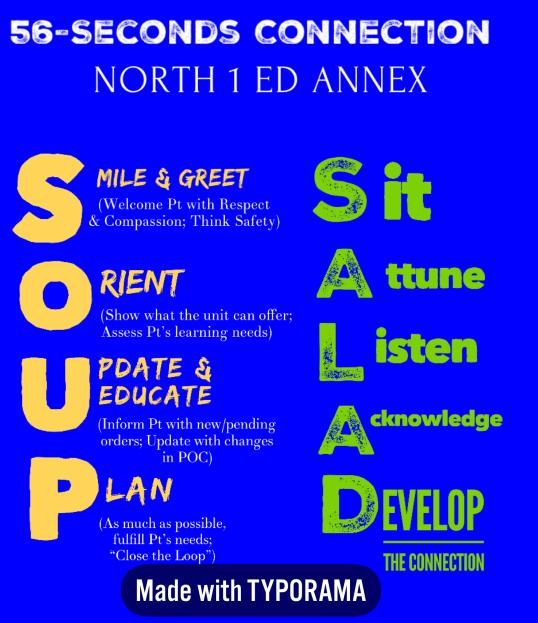
- Staff inservice to implement culture transformation with our patient education.
- **Resource Video (56-Seconds Connection) was created, presented at the staff** inservice and emailed to all the staff.
- Role playing/return demonstration during staff inservice.
- Practice set structured communication approach & techniques by rolling out the "56-Seconds Connection" using the 'Soup & Salad" badge card as cue for staff.
- Promote the use of RN-Patient Communication Progress Sheet.
- Trial the use of new " My Care Information" bedside board.
- RNs maintain a "Buddy System" in educating each other on how to access available resources and teaching materials.
- PEEP Board and Resource Binder are available at all times for reference.
- Staff updates per e-mails and start of shift huddles.

How often do you keep your patients updated in a timely manner Answered: 21 Skipped: 0

Performa (Pre-Surv

Q5								4
How often	do you e	ducate	e you	ur pa	atients	?		
Answered: 21 Ski	pped: 0							
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Usually								
Sometimes								
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Rarely								
Never								
Never								
	0% 10% 20	% 30%	40%	50%	60% 70	% 80%	90% 100%	
ANSWER CHOI	CES				RESPONSE	s		
Always					57.14%			12
Usually					33.33%			7
,					9.52%			
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					0.00%			2
Sometimes								





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Patient	Family	Verbalized Understanding	Not Ready	Dequirements
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				Dischorge-matricong
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y Data)		Strongly agree		
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v often do you allow patients				
nod?	s to perform the teach back	ANSWER CHOICES	RESPONSES	
100 :		Strongly agree	52.38%	11
1 Skipped: 0		Agree	38.10%	8
		Neither agree nor disagree	9.52%	2
/ays		Disagree	0.00%	0
		Strongly disagree	0.00%	0
sually		TOTAL		21
		Q12		\bigcirc
ometimes Rarely Never 0% 10% 20% 30% 40% 50	% 60% 70% 80% 90% 100%	How often do you sit while patients? Answered: 21 Skipped: 0 Always	you interact and educate	e your
Rarely Never	9% 60% 70% 80% 90% 100% RESPONSES	patients? Answered: 21 Skipped: 0	you interact and educate	e your
Rarely Never 0% 10% 20% 30% 40% 50		patients? Answered: 21 Skipped: 0 Always Usually	you interact and educate	e your
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Rarely Never 0% 10% 20% 30% 40% 50 ER CHOICES	RESPONSES 23.81% 5 23.81% 5	patients? Answered: 21 Skipped: 0 Always Usually	you interact and educate	e your
Rarely Never 0% 10% 20% 30% 40% 50	RESPONSES 23.81% 5 23.81% 5 33.33% 7	patients? Answered: 21 Skipped: 0 Always Usually Sometimes	you interact and educate	e your

TOTAL



March,2020 - May,2020 - Due to low census, unit was closed.

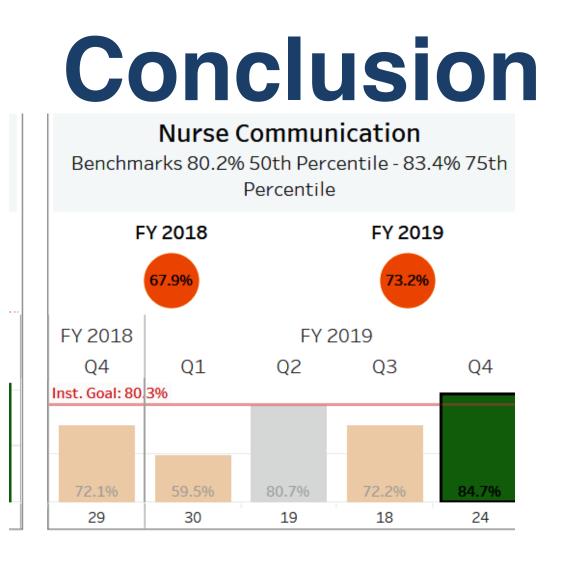
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MEDICAL CENTER



Since implementation of a set structured communication approach and techniques, North1 ED Annex RN **Communication Score improved.**

North 1 ED Annex recent HCAHPS RN Communication Scores:

January,2020 - 84%

February,2020-80.2%

References

1) 10 Essential Nurse Communication Skills for Success by Melissa Mills from <u>www.nursechoice.com</u>

2) 56 Seconds to Connect with your Patient by Christina Dempsey (CNO

3) Improving Nurse Communication with 56-Second Strategy from https://patientengagementhit.com

4) Evidenced-Based Strategies to Enhance Nurse-Patient **Communication from Cipher Health**

5) The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality and Experience by Christina Dempsey (CNO

6) HCAHPS Dashboard

Acknowledgements

Calene Roseman, RN, MSN - Unit Manager

N1 ED Annnex UBPC Jan Shepard - Quality & Safety Champion