

# Enhancing Patient Satisfaction Through the Use of a Patient-Centered Communication Tool

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## Background

- Communication between the patient and care team is essential in providing patient-centered care
- Though not as easily incorporated as “63% of ICU nurses believed that nurse to patient communication was inadequate on their unit”
- By utilizing a standardized communication tool, variability in communication amongst the patient and care team is effectively eliminated, streamlining understanding of goals, interventions, and plan of care for the patient

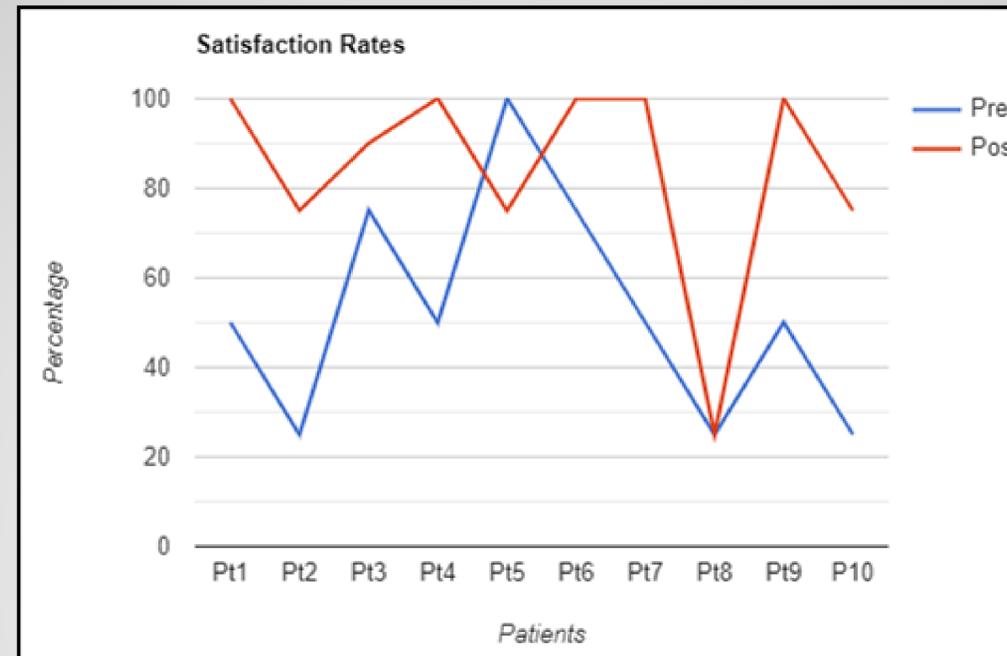
## Practice Change

Implement Patient-Centered Communication Tool among critical care units to improve care team to patient communication and overall patient satisfaction

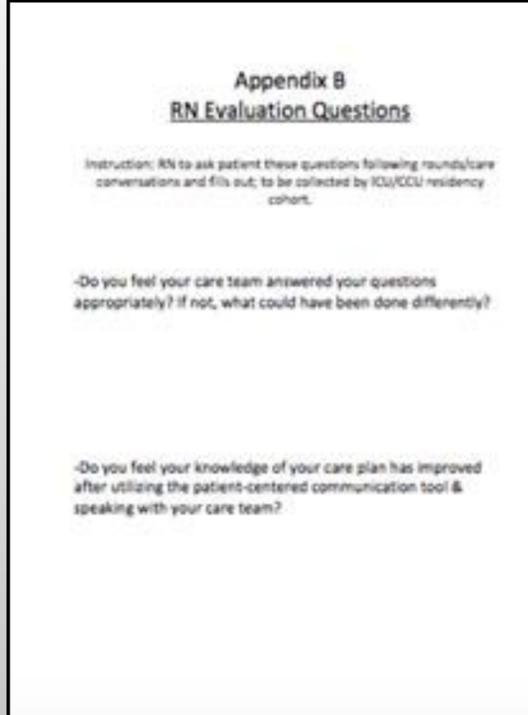
## Methods

- Present proposal information and specific instruction to participating RNs in critical care units
- Administer Patient-Centered Communication Tool & RN Evaluation Questions to participating RNs
- Specific instruction for RNs; tool to be passed out to any participating patients, then utilizing evaluation once patient has completed
- Anonymous results collected after 12 weeks

## Results



Patient-Centered Communication Tool & RN Evaluation Questions

## Summary/Discussion

### Next Steps:

- Implement communication tool on other floors at Northern Light Eastern Maine Medical Center
- Continue to provide education on the importance of patient-centered communication to the multidisciplinary care teams

### Barriers of Study:

- Lack of time for patients to complete tools and for RNs to complete evaluations
- Patients unable or unwilling to participate
- Lack of time to implement study due to COVID restrictions for residency

## Conclusion

- Overall, patient satisfaction increased following the implementation of the Patient-Centered Communication Tool
- Barriers included insufficient time for patients and RNs to complete worksheets, lack of patient participation, and limited time to carry out study
- Additional barriers included the presence of multiple communication tools (e.g., whiteboards, hand outs) creating confusion among staff
- Staff reported the tool and overall implementation process to be convenient and beneficial