

Background

- Patient whiteboards are one method used to help facilitate communication between patients and their care teams
 - With the purpose to actively include patients in their care and educate them about what will occur during hospitalization, patient whiteboards are ubiquitous communication tools that can help improve patient safety
- For the full benefit of whiteboard use, it must be integrated into daily workflow with clear role responsibilities, and boards must be kept updated efficiently with full compliance by all care team members
- In doing so, patient whiteboards serve as a **key tool** to help improve patient-centered care

Practice Change

Integrate a modified layout of the patient whiteboard to increase patients' and families/caregivers' awareness of the patient's plan of care, safety plan, identification of their multidisciplinary health team, and opportunity to share any questions or concerns

Methods

- Presented informational flyers for RNs and CNAs to review individually
- Applied modified whiteboards to patient rooms 400-415
- Administered anonymous paper post-surveys to RNs and CNAs
- Interviewed RNs and CNAs for feedback regarding efforts to utilize whiteboards, impact on unit, and interdisciplinary communication

Results

Feedback and Reviews of Modified Whiteboard Implementation

- **Positive Feedback**
 - "I have found the boards are easier for staff to follow, and have prevented delay in care for ADLs"
 - "I have enjoy using the board as a conversational piece with my patients, it has been helpful to find out how I can cater myself best to their individualized care plan"
 - Float nurses from other floors have provided compliments and reported they enjoyed the modifications during their patient care
- **Constructive Feedback:**
 - Less information on board or more spread out
 - "There is a lot of information to look at all at once"
 - "I would remove the I/Os section"
 - "There needs to be a much larger section to write the plan - more space in general to write"
 - "Minimize the images and create more space for writing"

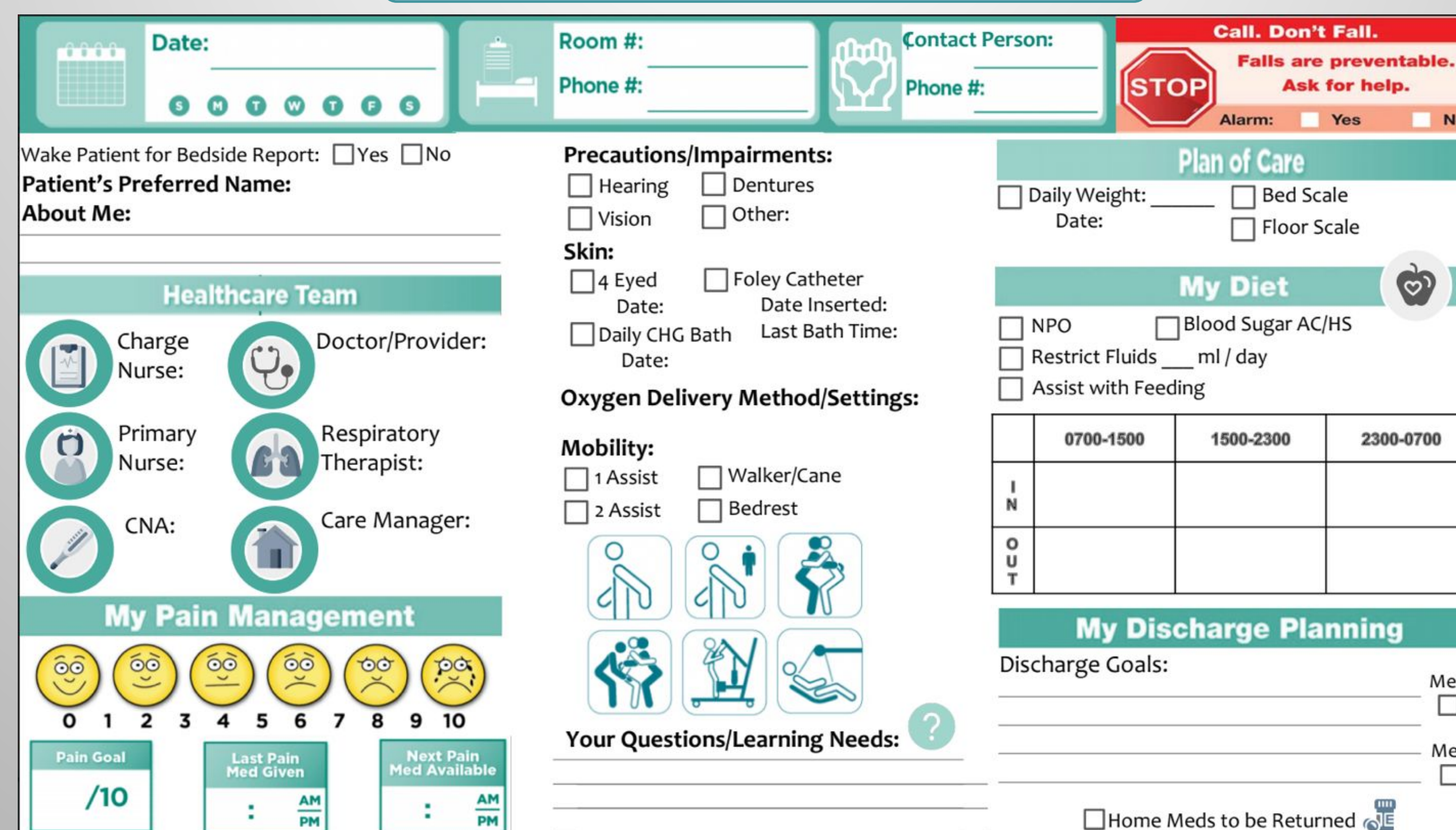
Summary/Discussion

- **Next Steps:**
 - Forward and discuss feedback received from RNs and CNAs regarding impact of modified whiteboards with patient safety committee for future use
 - Continue to educate and encourage RNs and CNAs working in the clinical setting on the importance of updating patient whiteboards
- **Barriers of this Study:**
 - Delay in receiving approval for the study
 - Lack of time to prepare and educate RNs and CNAs on implementation
 - Lack of time to acquire survey data and coordinate feedback sessions with RNs and CNAs

Conclusion

- While certainly not a sole contributor to KPI scores, the unit's score on respect and courtesy significantly increased
- Patient falls for the floor have decreased
- Barriers included lack of participation in pre- and post-surveys.
- Additional barriers included the delay of implementation, lack of whiteboard pens available and error in measurement which created board and print to be smaller than intended
- Some staff reported whiteboards "allowed better communication between patient and care team"
- Other staff members reported "the board is too busy, too much to check off and circle"

Modified Whiteboard



The image shows a screenshot of a modified patient whiteboard form. It includes sections for:

- Header:** Date, Room #, Phone #, Contact Person, Phone #, and a 'Call. Don't Fall. Falls are preventable. Ask for help.' warning with a STOP sign and Alarm Yes/No options.
- Wake Patient for Bedside Report:** Yes/No checkbox.
- Patient's Preferred Name:** Text field.
- About Me:** Text field.
- Healthcare Team:** Charge Nurse, Doctor/Provider, Primary Nurse, Respiratory Therapist, CNA, Care Manager.
- My Pain Management:** Visual analog scale from 0 to 10, Pain Goal, Last Pain Med Given, Next Pain Med Available.
- Precautions/Impairments:** Hearing, Vision, Skin, Mobility, Oxygen Delivery Method/Settings.
- Plan of Care:** Daily Weight, Bed Scale, Floor Scale.
- My Diet:** NPO, Blood Sugar AC/HS, Restrict Fluids, Assist with Feeding.
- My Discharge Planning:** Discharge Goals, Home Meds to be Returned.
- Your Questions/Learning Needs:** Question mark icon.

References

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Nowacki, K., Gonzalez, T., Mehner, J., Jacquemard, A., & Tyler, A. (2018). Using Patient Whiteboards to Engage Families in Harm Prevention and Care Planning: A Quality Improvement Study. *Hospital Pediatrics*, 8(6), 345-352. Retrieved from: [doi: 10.1136/hospeds.2017-0174](https://doi.org/10.1136/hospeds.2017-0174)

Tan, M., Hooper Evans, K., Braddock, C. H., & Shieh, L. (2013). Patient whiteboards to improve patient-centred care in the hospital. *Postgraduate Medical Journal*, 89(1056), 604-609. Retrieved from: <https://doi.org/10.1136/postgradmedj-2012-131296>