

Improving the process for communicating resident changes in condition and requests to see a nurse

PROJECT PLAN OVERVIEW:

After surveying caregivers to identify their baseline confidence with current communication processes, as well as how they perceive their role being valued in the current process:

- Process mapping to identify current barriers and opportunities for efficiency was completed.
- New process was created and currently used communication tool was updated, all with continuous feedback and participation of caregivers and nurses.
- Daily monitoring of compliance with communication.
 - Communication Board
 - Care Calendars
- After one month:
 - Survey staff to see if baseline results have been improved.
 - Make changes to current process and tool based on barriers that have been identified and survey feedback.
- Re-evaluate in six months.

1. I receive notice of a change in patient condition/patient request to see a nurse in a timely matter

Always Rarely
 Usually Never
 Sometimes

2. I receive notice of a change in patient condition/patient request to see a nurse just before they leave for the day

Always Rarely
 Usually Never
 Sometimes

3. I receive adequate and efficient information about a change in patient condition/why the patient is requesting to see a nurse from the care-taking team

Always Rarely
 Usually Never
 Sometimes

1. I find it easy/comfortable to communicate with the clinic/day center nurses

Always Rarely
 Usually Never
 Sometimes

2. I feel as though the clinic/day center nurses value my input

Always Rarely
 Usually Never
 Sometimes

3. The current communication process from caregiver to nurse about a noticed change in patient condition/patient request to see a nurse is efficient and lacks frustration

Always Rarely
 Usually Never
 Sometimes

