

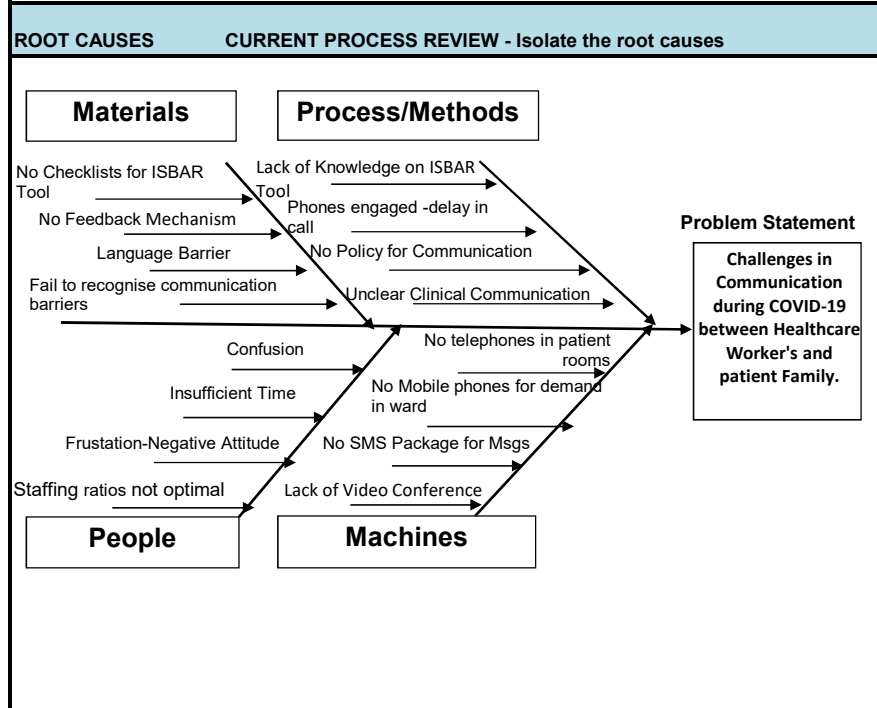
Project Name/Focus:	Challenges in Communication during COVID-19 between Healthcare Worker's and Patient Family.	Start Date:	
Team Leader:	Ruth Mohan	End Date:	



PROBLEM/NEED	WHAT ARE WE TRYING TO ACCOMPLISH?
1. Poor communication between hospital staff and patient family	
2. Restriction of the family to visit the patient due to Strict isolation protocols	
3. Failure of Intimation of health condition of patient to the family	
4. Physicians spend limited time on the wards so they were unlikely to be available for a follow-up conversation with the family	
5. Nurses were not ready to discuss the aspects of care for critically ill patients	
6. Development of Mental Complications due to loneliness	

AIM	HOW WILL WE KNOW THAT A CHANGE IS IMPROVEMENT?
1. To Identify several ways healthcare worker's can engage in more effective communication with patients and families	
2. To ensure basic communication skills healthcare worker's can use to enhance communication	
3. Identify several follow-up responses to use with patients	
4. To facilitate communication between the patient family, and HCWs to improve patient safety and the quality of care	
5. Prepare HCWs to support the efforts of patient and family engagement related to communication	

BRAIN STORMING	WHAT CHANGE CAN WE MAKE THAT WILL RESULT IN IMPROVEMENT?
1. Incorporate effective communication as mandatory training program	
2. Based on Training ,review and evaluate the training Program	
3. Schedule regular departmental meetings & refine the process	
4. Implement Inpatient satisfaction survey's	
5. Utilize technology when appropriate	
6. Conduct a study using tools and incorporate key principles into practice	
7. Implement ISBAR Tool into practice for effective communication	



PLAN
1. Ensure twice in a day a telephonic conversation was done between the Healthcare personnel and Patient Family
2. Prepare a checklist for Wards which stating patient name ,contact number ,person who was communicated ,time and date.
3. All patient family who were given a telephonic call were documented in the Checklist with all above details
4. Patient Representative officer made calls to all discharge patients and took feedback and rated as per Rating scale on Feedback form
5. Based on the Feedback Analysis ,a training was initiated to all Healthcare Workers on communication skills
6. Appointment of translators for each ward to communicate in the local
7. Prepare policy ,Initiate training & Monitoring on Communication skills & Methods
8. Facility to make STD Calls was given to all wards to make phone calls
9. Designate one responsible person for communicating with the family
10. Prepare ISBAR Tool ,train the Nurses and medical officers on the use of this tool.

DO	Action	Who	When
1	Designate a person to communicate with patient family	Ward Supervisor's	10 am & 5pm Daily
2	Prepare a communication checklist	Quality team	26.4.2020
3	Document the No. of calls made to the patient family	Ward Supervisor's	10 am & 5pm Daily
4	Initiate Feedback Survey & Analysis	PRO	WIE
5	Prepare a list of Staff who are fluent in local language and appoint them in each shift to help in communicating with family	Nursing Supt	26.4.2020
6	Prepare flow process ,train and implement & Monitor	Quality team	26.4.2020
7	ISBAR tool to prepare	Quality team	26.4.2020

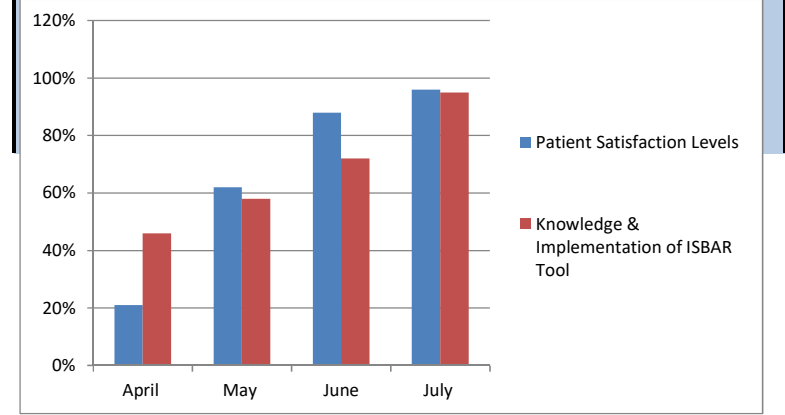
Communication Checklist							
Date	Room No.	Admission Reason	Other Patients	Time	Admission Reason	Contact No.	Signature of Staff

Feedback Survey				
Problem solving	Strongly agree	Agree	Disagree	Strongly disagree
1. How satisfy were you with the call received by the hospital				
2. How satisfy are you with the nursing care in the hospital				
3. How satisfy are you with doctors treatment				
4. How satisfy are you with dietary services				
5. How was your overall experience during hospitalization				
Total Score				
Overall Score				
Survey Done By:	Date:	Time		

STUDY	Target	Results	Eval
1. Conducted quality improvement program by implementing a feedback survey for discharged patients on communication between the hospital staff and their families.	feedback survey results showed 21% of the discharged patients satisfied and 79% of the patients dissatisfied with the Communication between the healthcare workers and their family.	Prior to implementation of survey ,only 12% of patient family felt their problems & questions were addressed adequately by HCWs pre-intervention ,compared with 88% post intervention.	
For effective communication ISBAR Tool was used and gradually the knowledge on the use of tool improved for nurses and medical officers from 46%	The knowledge on the use of tool improved for nurses and medical officers from 46% to 95%	The Problems associated with challenges in communication were addressed adequately with ISBAR Tool.	

2. 96% of the patient family reported good communication understanding the care and treatments as well as improved discussions during telephonic communication. 69% of the patient families reported that they shared the patient experience to all friends and families.

3. Self confidence between healthcare workers and patient family increased from 21% to 96% post intervention. when comparing pre and post experiences .



ACT	Future Action	Who	When
Use of different forms of feedback.	Quality team	2.6.2020	
Send a Discharge Letter	PRO	2.6.2020	
Tablets for video conferencing	Nursing	2.6.2020	
Initiate Clinical communications and collaboration solutions	Physicians	21.12..2020	
More Studies will be done to continue better communication	Quality team	12.6.2020	
Regular trainings will be conducted on communication skills	HR	2.6.2020	

REFLECTIONS/LESSONS LEARNED
#1 Feedback survey for all discharge patient families & Use of ISBAR Tool to understand and improve communication between HCWs and Patient & Families and found that they were highly satisfied and more actively involved in patient care & communication .
#2 Re-inforcing trainings can bring a huge difference in the hospital systems & Process improving Care & Patient satisfaction levels
#3 We at METAS Adventist Hospital offers a formal structure to the patient and HCWS encounter ,focussed on making patients and their family informed and active partners in their care .which helped increase understanding and compliance with communication.