

BACKGROUND

Low patient satisfaction scores commonly act as a catalyst for changes in healthcare. This project explores the impact of implementing communication technology. It investigates how educating veterans and clinicians increases resource utilization, which has been shown to improve patient outcomes.

- An evidence-based literature review aims to explore communication technology in healthcare.
- Investigate how educating patients and clinicians on using personal health applications, such as My HealtheVet, can improve patient satisfaction scores.

METHODS

- Rosswurm and Larrabee's Model⁵
- My HealtheVet eHealth application handout
- Pre/post-education surveys
- PowerPoint presentations, educational tool
- VA Survey of Healthcare Experiences of Patients (SHEP)

REFERENCES

- ¹Braithwaite, D. (2021). Why communication matters. *Psychology Today*. psychologytoday.com/us/blog/communication-matters/202107/why-communication-matters
- ²Campbell, K. J., Blackburn, B. E., Erickson, J. A., Pelt, C. E., Anderson, L. A., Peters, C. L., & Gililand, J. M. (2021). Evaluating the utility of using text messages to communicate with patients during the COVID-19 pandemic. *Journal of the AAOS Global Research & Reviews*, 5(6). doi.org/10.5435/JAOSGlobal-D-21-00042
- ³El-Shami, E. E. (2023). 'Commit to Sit' to increase patient satisfaction. *Wolters Kluwer Nursing* 2023, 53(9), 53-55. doi.org/10.1097/01.NURSE.0000946852.76566.73
- ⁴George, V. & Massey, L. (2020). Proactive strategy to improve staff engagement. *Nurse Leader*, 18(6), 532-535. doi.org/10.1016/j.mnl.2020.08.008
- ⁵Melnik, B. M., & Findout-Overholt, E. (2019). *Evidence-based practice in nursing and healthcare: A guide to best practice* (4th ed.). Wolters Kluwer.

INTERVENTIONS

- **Week 1:** Create step-by-step instructions on how to use My HealtheVet's messaging application to contact the podiatry office. Collect patient satisfaction scores within the past 3 months.
- **Week 2:** Educate staff members on step-by-step instructions by having staff meetings and handouts.
- **Week 3-4:** Veteran education with handouts during patient in-office appointments
- **Week 5:** Staff meeting to evaluate project progress and revision is needed.
- **Week 6-9:** Implement new education strategies with patients.
- **Weeks 10-12:** Collect and interpret patient satisfaction surveys. Pre- and post-surveys are completed to measure clinicians' understanding of the My HealtheVet application.

IMPACTS

- This project's emphasis on Veterans' experiences encompasses effective communication, patient satisfaction, and preventing harm.
- After utilizing eHealth applications in the clinical setting, it found that 98.2% of patients liked the ability to send and receive text messages regarding their care ²
- In a therapeutic communication style, sitting at eye level with the patient allows nurses to explain the care plan and address patient concerns while improving the patient's perception of the nurse's communication ³



Note: American war Veterans standing proudly amongst flag memorial in a field. Flickr. <https://www.flickr.com/photos/denalimps/1345859966/>

CONCLUSIONS

Communication is more than sending and receiving messages. It is about creating, maintaining, and changing relationships and ourselves. ¹

To have the potential for improved veteran outcomes, there is a need for proactive communication and collaboration between clinicians and patients throughout the project process.

Staff and patient engagement has been shown to improve organizational outcomes and promote culture, structural empowerment, and professional growth, leading to clinical excellence. ⁴



Note: Getting information on the go. Flickr. <https://www.flickr.com/photos/denalimps/3157522266/>