Improving the Patient Experience through Enhancing Healthcare Team Communication at Primary Children's Hospital Emergency Department

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PROJECT METHODOLOGY

Improving teamwork and communication in a local pediatric ED through use of CTM is important to effectively improve the patient experience and work environment. The methodology for improving team communication in the local pediatric ED will include education and practice implementation of the CTM workflow. Content development and education tools for the CTM will be created by the ED NICE team. The NICE team members include physicians, a nurse practitioner (NP), and several nurses. Effective communication between staff during the use of the CTM process may improve patient/parent experience as reflected by improved ED HCAHPS scores and a decrease in parent complaints about poor communication.

CTM: a process that includes any provider and nurse evaluating the patient together, where the patient shares the “story” once, and care is managed by the team together

CTM Education and Implementation Plan:
• Staff meetings for all disciplines
• Mandatory skills days
• Leadership rounding in the department
• A CTM education video will be developed and become a part of new ED nurse orientation
• Learning will be evaluated through a checklist of the CTM process after watching the video

LEWIN'S THEORY OF PLANNED CHANGE (TPC)

Commonly known as Lewin’s 3-stage process of unfreeze, change, and refreeze. The TPC provides a framework to manage change in an effective and productive way. Current ED team communication is ineffective, the CTM will be implemented, and ongoing education and use of CTM will be sustained as the new ED communication practice.

• Unfreeze – Ineffective ED team communication
• Change – Implementation of the CTM process for team communication
• Refreeze – CTM sustainability and ongoing education

CONCLUSIONS

Education and implementation of the CTM process in the pediatric ED is a unique and collaborative method for improving teamwork and communication between caregivers. Research suggests that improving communication between care providers and the patient/family improves the patient experience. Strategic teamwork and communication provide the foundation to a patient-focused culture and workflow. Educating the CTM process allows for consistent methods of staff learning and implementation which promotes sustainability and standardization for new employees to the identified workflow and desired culture.

REFERENCES


6. "Image of early by author"