The views expressed are those of the authors and do not reflect the official policy of Madigan Army Medical Center, Army Medical Department, the Department of the Army, the Department of Defense or the U.S. Government.

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MADIGAN ARMY MEDICAL CENTER

• Level II trauma center/teaching hospital, 240 beds, Tacoma, WA
• Serves 100,000 active duty service members, retirees and family members
• 20-Bed Cardiac Step-Down Telemetry Unit
• 31-Bed Medical Surgical Oncology Unit
• Average patient: >65yo; diagnosis of COPD, congestive heart failure, diabetes, renal insufficiency; mid-level acuity (4/6); LOS 4 days
**Purpose and Goals**

- Increase communication between nurses, physicians, and patients by 50%
- Enhanced communication through emphasis of patient short-term goals with 80% tool compliance
- Train 90% of staff on tool use
- Administer pre surveys to nurses, physicians, and patients
- Administer post surveys at 6 month post intervention

**Project Overview**

- Goal: Enhanced collaboration and communication between members of the care team
- Focus: Internal Medicine patients on telemetry unit and medical surgical unit
- Solution: Collaborative Daily Goal Sheet

**Collaborative Daily Goal Sheet**

<table>
<thead>
<tr>
<th>Diet</th>
<th>Fluid</th>
<th>Pain</th>
<th>Procedure</th>
<th>Blood Sugar</th>
<th>Wounds &amp; Drains</th>
<th>Discharge Plan</th>
<th>Other</th>
<th>Questions?</th>
<th>Next Rounding:</th>
</tr>
</thead>
<tbody>
<tr>
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</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Nurse:</th>
<th>Resp. Therapy:</th>
<th>Nutrition/Speech:</th>
<th>PT/O:</th>
<th>Wound Care:</th>
<th>Consult Team:</th>
<th>Primary Team:</th>
<th>Social Work:</th>
</tr>
</thead>
<tbody>
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</tbody>
</table>

**Questions?**

Next Rounding:
Key Activities

Pre-Project Surveys

Kickoff Event
  • 125 staff members trained
  • Food, beverages, raffles, prizes

Implemented Whiteboards

Post Project Surveys

Baseline Data

• Surveys to nurses, physicians, and patients
• Likert items provide insight to the perception of communication between members of the care team
• 65% (56) nursing surveys collected
• 60% (13) internal medicine physician surveys collected
• 13 patient surveys collected
• Goal to bolster collection of patient surveys, re-query physicians and nurses after full implementation
Compliance Rates

Collaborative Daily Goal Sheet Audits (n=177 over 4 mos)
• RN name, date, plan of care

Average RN compliance rate: 50.89%
• Lowest: 28.6%
• Highest: 75%

Pre & Post Survey Communication Satisfaction Overview

"Communication between nurses and physicians on this unit is very open."

*Graph showing satisfaction levels before and after the project.*

Post Survey Nurse Data

"I regularly write on the Collaborative Daily Goal Sheet to communicate information to the multidisciplinary team."

*Pie chart showing nurse responses.*
"The Collaborative Daily Goal Sheet promotes communication between the patient and multidisciplinary team."

- Strongly Disagree: 21%
- Disagree: 37%
- Agree: 29%
- Strongly Agree: 11%

n=35

Nurse Survey Comments

Disagree:
- “I think it’s a good way to communicate with the patient IF all the teams used it.”
- “Not utilized by primary team or ancillary service.”
- “Used mainly to keep patient updated with information and communicating with other staff members who are helping out in the room.”

Agree:
- “Great communication method but I feel like it’s only nurses that use them.”
- “Excellent way for nurses to provide info to patients and family.”
- “At times, whiteboards are difficult to clean […] making new information written down hard for the patient to read.”

Post Survey Physician Data

"I regularly write on the Collaborative Daily Goal Sheet to communicate information to the multidisciplinary team."

- Strongly Disagree: 8%
- Disagree: 31%
- Agree: 61%
- Strongly Agree: 0%

n=13
Post Survey Physician Data

“The Collaborative Daily Goal Sheet promotes communication between the patient and multidisciplinary team.”

Strongly Disagree 15%
Disagree 23%
Agree 62%
Strongly Agree 0%

n=13

Physician Survey Comment

Disagree:

• “When I want to write things, I often lose time tracking down white board markers.”
• “It’s a great idea, but I’ve often noticed that because we do ‘table rounds’ and not in-person rounds with patients, we aren’t able to go back and write the plan on the whiteboard.”

Agree:

• “Helpful though for nurses to communicate times of appointments/procedures […] but the nurse will have written the time on the whiteboard.”

Fiscal Impact

TRICARE Inpatient Satisfaction Survey (TRISS)

• Survey measures beneficiary user satisfaction with their inpatient experience
• Military healthcare organizations are rewarded monetarily for performance scores exceeding established benchmarks
• Reviewed quarterly
Fiscal Impact

<table>
<thead>
<tr>
<th>Incentivized Questions</th>
<th>Qt 1 (Pre-Pro)</th>
<th>Qt 2 (In-Process)</th>
<th>Qt 3 (Post-Pro)</th>
<th>TRISS Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Views Licensed</td>
<td>78.1%</td>
<td>77.0%</td>
<td>80.3%</td>
<td>80.9%</td>
</tr>
<tr>
<td>Staff Communication</td>
<td>62.7%</td>
<td>63.5%</td>
<td>67.6%</td>
<td>68.1%</td>
</tr>
</tbody>
</table>

- Previously monetary distribution to the organization were determined by meeting TRISS targets based on incentivized questions.
- The organization now receives monetary awards based on overall patient satisfaction scores.

Learning Experience/Outcome

- Delay in grant funding process
- Delay in printing white boards
- Physician participation despite encouragement
- High turnover of Physicians and Nurses
- Surveys (low return rate)
- Monetary incentive changed
- Use of white boards from interdisciplinary teams (PT/OT, social work, RT, wound care, other Primary Teams)
- Boards continue to be used but data is not collected anymore

Reference


QUESTIONS

STOP!
Collaborate & Listen

[Image of two heads with speech bubbles indicating communication]

[LOGO AND INFORMATION]