Call for e-Posters

ASQua plans to conduct a one-hour webinar to commemorate the World Patient Safety Day (WPSD) on 26th September 2023 at 6:00pm MYT. We encourage you to share your achievements and contribute to the celebration with your work and ideas to celebrate together. Please submit your poster in one or both of the topics below:-

Topic 1: Posters on Overcoming Barriers and Promoting Facilitators on Improving Patient Engagement towards Patient Safety.

Topic 2: Share what you or your organisation(s) have learned through the course of your project in patient and family engagement by presenting the results as a poster.

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Topic 1

Promoting Patient Engagement Towards Patient Safety

Promoting Patient Engagement towards Patient Safety.

Introduction

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Suggestions

Facilitators

Conclusion

Barriers

Possible Outcomes

REFERENCES

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Topic 2

Completed Projects

on Engaging Patients for Patient Safety

Integrative Interventions to enhance Nurse-Physician Communication in promotion of Patient Safety

Ms. A. Deeparani
Ms. Lijo Thomas
Apollo Proton Cancer Centre

ABSTRACT

Nurse–physician communication remains a very big challenge in the health care setting. Clear and effective Nurse -Physician communication is very crucial for the health of the patients. Numerous studies have shown that inter-professional (Nurse-Clinician/ Paramedics) communication gaps are the leading cause of adverse medical events that compromise the patient safety in health care settings.. Although it has negative consequences and wider effects on patient care, nurse–physician communication in patient care is not considered as a major aspect in Indian scenario due to medical professional dominance. Therefore, this Quality Improvement project was aimed to assess nurse–physician communication gap in patient care at Apollo Proton Cancer Centre based upon patient feedback taken during discharge

CONTACT

1.A. Deeparani (Mob.No-7305447264)
adeepakiruba@gmail.com
2.Ms. Lijo Thomas(Mobile no: 8157886263)
lijothms789@gmail.com
Apollo proton Cancer Centre, Chennai,India

INTRODUCTION

Effective nurse–physician communication has positive effects on the quality of patient outcomes, such as guaranteed patient safety, increased patient satisfaction , shortened length of stay (LOS) , and decreased adverse events .On the contrary, ineffective nurse–physician communication may compromise patient safety and increase healthcare costs . The Joint Commission International reported that failure in communication causes two-thirds of sentinel events in healthcare settings. Identified that dysfunctional communication accounts for 91% of the medical errors reported by resident physicians, which are linked with increased costs in healthcare institutions

In Apollo Proton Cancer Centre it was found that communication gap is being addressed by patients and family which got reflected on patient feedback (CRM portal-Customer Relation Management).Consultant feedback – Mentioned about “Inadequate communication by Nurses” and recommended to inculcate Structured Communication” among Nurses.

METHODS AND MATERIALS

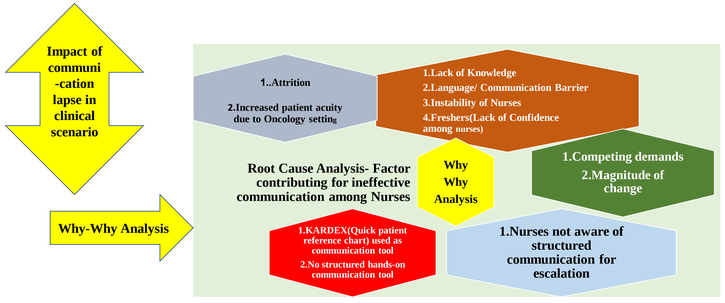
Quality Improvement project on Integrative interventions to enhance Nurse- Physician communication in promotion of patient safety was taken by adapting FOCUS - PDSA model.

Created survey link and Nurses feedback to identify Communication lapse

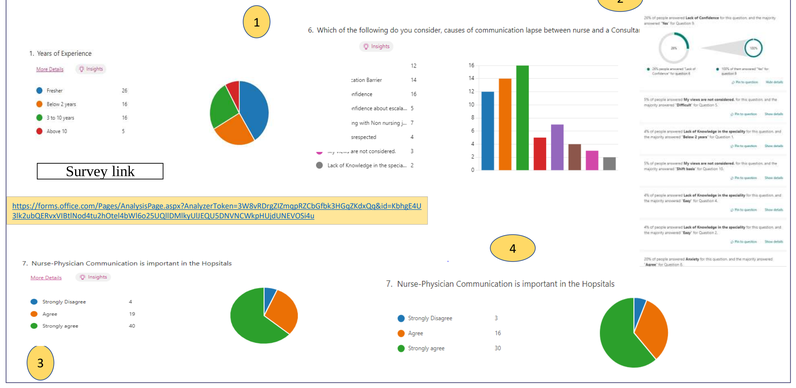
Case presentation, Role-play, Implementation of Structured handing over process

RESULTS

Parameters	No.of reports
No. of CRM (Customer Relation Management) complaints	9
No. of consultant feedback on Nurses Communication gap for escalation	5
Incident reports raised on Non-Compliance to IPSG goal-2	6
Critical reports not escalated on time to Consultant	5



GRAPHS AND TABLES



DISCUSSION

From the survey response, there is a disconnect between the nurses and doctor on communication is mainly due to Attrition, Novice Nurses and lack of structured communication tool.

1.Based on survey response from 63 nurses, 26 (41%) were Fresher's and 16 (25%) were below 2 years of experience.

2. For question cause for communication lapse between Nurse and consultant 16(25%) said Lack of Confidence, 12(19%) said Anxiety , 14(22%) said Communication barrier and 7(11%)said overloading with Non-Nursing Jobs.
3.Kardex(Quick Reference Chart) used as handing over tool which was an older practice.
4.59(93%) of the Nurses agreed / strongly agreed that Nurse- Physician Communication is important in hospitals for patient safety.

CONCLUSIONS

IPSG- 2 highlights the importance of effective communication when verbally communicating patient care orders, reporting critical diagnostic results and during handovers of patient care. Ensuring that patient data is communicated accurately and understood by the recipient is critical to reduce errors and improve patient safety. To support this, it is recommended that verbal and telephone orders should be written down when received and read back to the individual providing the information. The hospital should have a consistent and complete handover process even for internal transfer within the hospital. There are several possible causes of the communication gap, as illustrated by the survey. Identifying and rectifying the cause will lead to a successful prevention.

This Quality Improvement project has been chosen based upon Patients feedback taken during their discharge, to ensure quality standard on 100% compliance to IPSG-2 on daily basis.

Recommendation given to quality department for Implementation of ISBAR structured communication tool for Handing over communication
** A Small step to create roadmap to advocate Patient engagement to promote Patient safety.

Nurses are sensitized on importance of effective communication. Culture of safety is promoted by adapting different teaching methodology like Role play, Panel Discussion, Case presentation.

REFERENCES

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