

## Patient Staff Communication Audits

We would like to **thank you** for helping to improve the quality of care in this facility. **Effective communication between staff and patients is very important. You can help monitor communication practices to ensure that the patient experience of care is a positive one.**

Here are examples of opportunities for staff to improve communication with you:

1. Welcoming patient as they arrive
2. Saying hello as you enter the treatment floor and walk to your chair
3. During your pre and post assessment
4. Every time they check on you during treatment
5. When you use your call light for assistance
6. As you leave the unit

How to Complete the Audit:

1. At the top of the page enter the **date and your dialysis start time. Please circle the day you are treating and what shift you are on.** You do not need to include your name.
2. Please review the Staff Opportunities for Communication in the left hand column. For additional information on these items, please see the back side of the Audit Tool.
3. As you are interacting with staff members, **enter the letter that corresponds to the staff members' positions.** Example N= Nurse or T= Technician
4. Enter a **check mark for each opportunity** in the "Yes" or "No" column to indicate if that communication occurred or not.
  - a. **Regardless of whether you stated yes or no, please explain the explain encounter so that we can best understand what is going well, and what could use improvement.**
5. Prior to the end of your dialysis treatment, **turn the sheet in** to the staff member listed on the bottom of the page.
6. Your clinic will submit the data results to the Network each month for our review.

***Please do not speak to staff about missed opportunities.***

**Questions?** Eileen Rhodes, MSW, Patient Services Director at 1-800-637-4767.

Thank you so much for your time and effort with this activity.

