

Staff Communication Audits

Instructions

To help you improve staff communication with patients, we have created a communication audit tool. The audit tool will be completed by your patients. The tool outlines several opportunities that staff have to communicate with patients throughout their treatment. Patients will note whether or not the staff took that opportunity to communicate with them and can add notes to help explain what their experience was. The goal is to help staff see things through the patients eyes and to ultimately improve not only communication with the patients, but also to improve their overall experience of care.

How to implement use of the tool

Monday- select one patient on the first shift to complete the audit.

Tuesday- select one patient on the first shift to complete the audit.

Wednesday- select one patient on the second shift to complete the audit

Thursday- select one patient on the second shift to completed the audit

Friday- select one patient on the third shift to complete the audit

Saturday- select one patient on the third shift to completed the audit.

Repeat this pattern, selecting new patients to complete the audit each time.
Continue this intervention through the month of June

Collect all completed audits after the patients treatment is over. To ensure that patients feel comfortable, we suggest hanging a large envelope near the nursing station so the patients can slip their completed audits in without fear of reprisal for what was written on the audit. Please respect their privacy. This tool is designed to help us make improvements and is not to be used for disciplinary actions against staff or patients.

Fax all completed audits from the previous week to Eileen Rhodes at the Network on Monday of each week. Include a fax cover that includes your facility name and CCN.

Fax: 888-280-8669

