

# Patient Audit Tool: Staff Communication Observations

Date: _____	Start time: _____ AM / PM	Day: M W F Tu Th Sa	Shift: 1st 2nd 3rd 4th
-------------	---------------------------	---------------------	------------------------

Check “Yes” or “No” to indicate whether the communication opportunities listed below occurred. Include the type of staff member who was involved (**P**=physician, **N**=nurse, **T**=technician, **S**=student, **D**=dietician, **W**=social worker, **O**=other), and then briefly describe what the encounter was like for you. What was said, or not said? How did it make you feel? What went well or did not go well?

Staff Opportunity for Communication	Yes	No	Staff Type	Please describe your experience
Were you greeted by a staff member when you arrived to treatment today?				
Did the nurse ask you if there were any changes in your health or any concerns that you wanted to share?				
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 1)				
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 2)				
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 3)				
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 4)				
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 5)				
When treatment was over, did a staff member ask you how your treatment went today?				

Please note, this information will be used to help improve the patient experience and care and will not be used against you in any way. Please give this completed audit to \_\_\_\_\_ before leaving the unit.

# Guide to Communication Opportunities in Hemodialysis

Communication opportunity category	Specific examples
Were you greeted by a staff member when you arrived to treatment today?	<ul style="list-style-type: none"> <li>• Was there a facility employee at the front desk in the lobby welcoming patients as they arrive?</li> <li>• Did anyone check in with you while you waited to be called in for treatment?</li> <li>• Where you greeted by staff when you entered the treatment floor?</li> </ul>
Did the nurse ask you if there were any changes in your health or any concerns that you wanted to share?	<ul style="list-style-type: none"> <li>• Did the nurse ask if there were any changes since your last treatment, such as: medication changes, hospitalizations, changes in sleep, changes in appetite, fever, nausea, etc.?</li> <li>• Were you given an opportunity to provide any updates on your current status?</li> </ul>
Did the staff member engage in conversation when he or she came to check on you during treatment?	<ul style="list-style-type: none"> <li>• Staff members are required to check in with patients, at minimum, every 30 minutes during treatment. At this time, staff checks your blood pressure and reviews various aspects of your treatment. Staff are also required to see how you are doing/feeling and document that in your record. Did the staff member speak to you during this 30 minute check?</li> <li>• Were you provided with an opportunity to share any concerns?</li> </ul>
When treatment was over, did a staff member ask you how your treatment went today?	<ul style="list-style-type: none"> <li>• If you did not have a good treatment, did you get to share your concerns with staff? This information is very important to ensure any issues are addressed and to try and make your next treatment better.</li> </ul>