

Patient Audit Tool: Staff communication observations

Date: April 1, 2016	Start time: 10:00 AM / PM	Day: M W F Tu Th Sa	Shift: 1st 2nd 3rd 4th
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Check “Yes” or “No” to indicate if the communication opportunities listed below occurred or did not occur. Include what type of staff member 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?	✓		T	Tech smiled and said good morning
Did the nurse ask you if there were any changes in your health or any concerns that you wanted to share?	✓		N	Nurse just checked my blood pressure but did not ask me any questions
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 1)		✓	T	Tech just checked my lines and said nothing
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 2)	✓		W	Social worker asked if I was having any trouble filling my medications
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 3)	✓		D	Dietitian asked if I need help with nutrition planning for upcoming travel and eating out
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 4)		✓	N	Nurse just checked my blood pressure
When the staff member came to check on you during treatment, did they engage in conversation? (Opportunity 5)	✓		P	Doctor asked about my goal for transplant
When treatment was over, did a staff member ask you how your treatment went today?	✓		N	Nurse seemed rushed to get me on my way

Please note this information will be used to help improve the patient experience of 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"> • Was there a facility employee at the front desk in the lobby welcoming patients as they arrive? • Did anyone check in with you while you waited to be called in for treatment? • Where you greeted by staff when you entered the treatment floor?
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"> • 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. • Were you given an opportunity to provide any updates on your current status?
When the staff member came to check on you during treatment, did they engage in conversation?	<p>• Staff members are required to check in with patients at minimum, every 30 minutes during treatment. At this time your blood pressure is checked and various aspects of your treatment are reviewed. 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?</p> <ul style="list-style-type: none"> • Were you provided with an opportunity to share any concerns?
When treatment was over, did a staff member ask you how your treatment went today?	<ul style="list-style-type: none"> • If you did not have a good treatment, did you get to share your concerns with staff? This is very important information so we can be sure to address any issues and try to make your next treatment better.