Implementing a Bedside Question Prompt Sheet to Improve Patient Satisfaction
Jennifer Clark, RN: VA Portland Health Care System, Portland OR

Introduction
Press Ganey scores for inpatient satisfaction on 9C, a 28-bed medical-surgical unit within the VA Portland Health Care System, indicated a need for improvement in 3 areas regarding patient/nurse/physician communication. The 3 areas requiring improvement included the following:

- Patients’ perceptions of how well the nurse kept them informed.
- Patients’ perceptions of how well the physicians kept them informed.
- Patients’ perceptions of their physicians’ apparent concern for their questions and worries.

Objectives
The purpose of this project was to improve patient satisfaction with provider and nurse communication using an evidence-based bedside question prompt sheet.

A goal was set to increase the Press Ganey mean score trends in the 3 areas that needed improvement by at least 1%, after 3 months of project implementation.

Methods
Evidence-based methods guided the creation of a laminated question prompt sheet to be placed at the patient’s bedside. All team members were educated on the benefits of this patient-centered tool.

Nurses encouraged patients to utilize the tool and assist in its use. Physicians were encouraged to check the laminated “Communication Station” sheet during their daily rounds.

Results
Data analysis indicates that the goal of increasing the Press Ganey mean score trends by 1% was met in all 3 areas of focus, 3 months after the implementation of the “Communication Station.”

Improvement in the 3 areas of focus:

- How well the nurse kept you informed.
  - Average mean increased by 1.1%
- How well physician kept you informed.
  - Average mean increased by 12.2%
- Physician’s concern for your questions and worries.
  - Average mean increased by 10.8%

Discussion
An informal survey among 9C staff nurses presented the following subjective findings:

- Most nurses reported positive feedback from Veterans regarding the use of the question prompt sheet.
- Nurses reported fewer attempts to contact physician staff while utilizing the Communication Station to address non-urgent questions and concerns.

Conclusions
This project demonstrates that question prompt sheets at the bedside increase patient satisfaction regarding patient/nurse/physician communication. Continued implementation and data collection will be pursued to increase confidence in our findings.

References


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Contact Information
Jennifer Clark, jennifer.clark@va.gov