

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 assisted in its use. Physicians were encouraged to check the laminated "Communication Station" sheet during their daily rounds.

BEDSIDE COMMUNICATION STATION

This is YOUR place to provide questions for your physicians and/or medical team!

<input type="checkbox"/> What's my diagnosis?	<input type="checkbox"/> What caused my illness?
<input type="checkbox"/> Are there any more tests that I need?	<input type="checkbox"/> What were my imaging/test results?
<input type="checkbox"/> What's my prognosis?	<input type="checkbox"/> What are my mobility goals/restrictions?
<input type="checkbox"/> When can I shower?	<input type="checkbox"/> When can I eat?
<input type="checkbox"/> What happens next?	<input type="checkbox"/> What needs to happen so that I can discharge?
<input type="checkbox"/> When will my catheter/tubes/drains come out?	<input type="checkbox"/> What meds/supplies will I go home with?
<input type="checkbox"/> Will I need rehab?	<input type="checkbox"/> When do you expect I will discharge?

Other questions:

Did you know??

Studies have shown that patients who are actively involved in their care have better outcomes.

Get your questions answered and stay informed about your health!



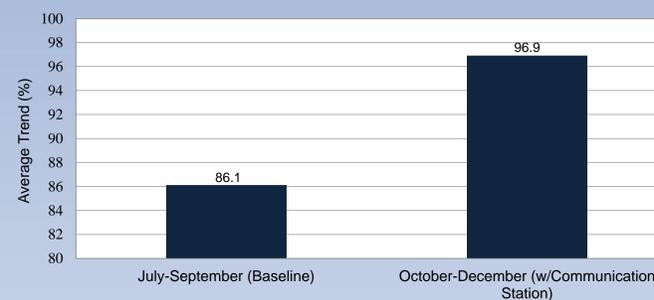
Results

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."

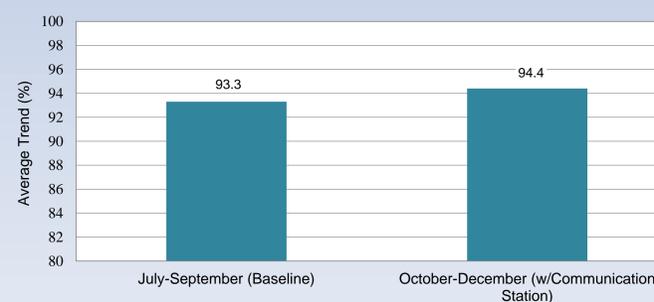
Improvement in the 3 areas of focus:

- 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%

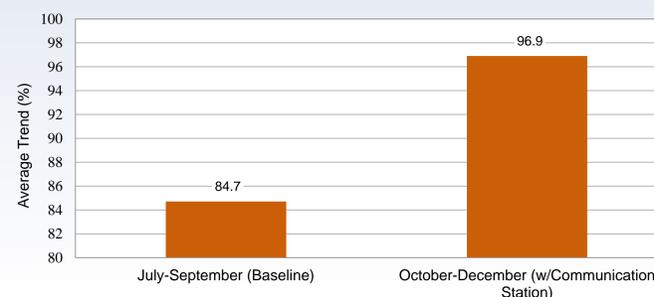
How You View Your Physician's Concern for Your Questions?



How Well Did Your Nurse Keep You Informed?



How Well Did Your Physician Keep You Informed?



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 using 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

Brandes, K., Linn, A. J., Butow, P. N., & van Weert, J. M. (2015). The characteristics and effectiveness of Question Prompt List interventions in oncology: a systematic review of the literature. *Psycho-Oncology*, 24(3), 245-252 8p. doi:10.1002/pon.3637.

Brimblecombe, C., Crosbie, D., Lim, W. K. and Hayes, B. (2014). The Goals of Patient Care project: implementing a proactive approach to patient-centred decision-making. *Intern Med J*, 44: 961-966. doi:10.1111/imj.12511.

Hyde, Y. M., & Kautz, D. D. (2014). Enhancing Health Promotion During Rehabilitation Through Information-Giving, Partnership-Building, and Teach-Back. *Rehabilitation Nursing*, 39(4), 178-182 5p. doi:10.1002/rnj. 124.

Matlock, D. D., & Spatz, E. S. (2014). Design and testing of tools for shared decision making. *Circulation: Cardiovascular Quality & Outcomes*, 7(3), 487-492. doi:10.1161/CIRCOUTCOMES.113.000289.

McGuire, A., McCullough, L., Weller, S., & Whitney, S. (2005). Missed expectations? Physicians' views of patients' participation in medical decision-making. *Medical Care*, 43 (5), 466-470.

Singh, S., Fletcher, K., Pandl, G., Schapira, M., Nattinger, A., Biblo, L., & Whittle, J. (2011). It's the Writing on the Wall: Whiteboards Improve Inpatient Satisfaction With Provider Communication. *American Journal Of Medical Quality*, 26(2), 127-131. doi: 10.1177/1062860610376088.

Sleath, B., Roter, D., Chewning, B., & Svarstad, B. (1999). Asking Questions about Medication: Analysis of Physician-Patient Interactions and Physician Perceptions. *Medical Care*, 37(11), 1169-1173. Retrieved from <http://www.jstor.org/stable/3767070>.

Tan, M., Hooper Evans, K., Braddock 3rd, C. H., & Shieh, L. (2013). Patient whiteboards to improve patient-centered care in the hospital. *Postgraduate Medical Journal*, 89(1056), 604-609. doi:10.1136/postgradmedj-2012-131296.

Acknowledgements

The author wishes to thank: Leanne Bingham, RN-BSN; Marilynn Carlson, RN-BSN; Amy Frankel, RN-BSN; Alex Gillen, RN-BSN; Betsy Hannam, RN-BSN, USL; Janessa Dissing, RN-BSN; Elena Hess, RN-BSN; Josh Leu, RN-BSN; Moana Mescher, RN-BSN; Liz Patail, RN-BSN; Audra Pfund, MS, RN, CNL; Tiffany Quach, RN-BSN; Allison Wilimek, RN-BSN.

This material is the result of work supported with resources and the use of facilities at the VA Portland Health Care System.

The contents of this presentation do not represent the views of the U.S. Department of Veterans Affairs or the United States Government.

Contact Information

Jennifer Clark, Jennifer.Clark4@va.gov

