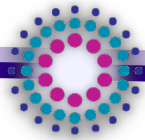


Doctor Communication

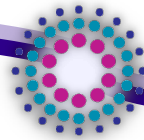
“ During this hospital stay, how often did doctors explain things in a way you can understand? ”

COMMUNICATION



During Admission Rounding

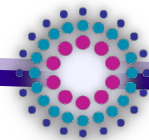
“If at any time you think you don’t understand what our doctors are telling you, please stop them and ask them to explain further until you do understand.”



During Patient Rounding

“Do you understand what the doctors are explaining to you when they talk with you?”

“What else do you think they could be doing to help you have a better understanding?”



During Discharge Rounding

“We pride ourselves on excellent communication with our patients. During your stay, were we clear in explanations about your care?”

“Did our doctors make sure our explanations were made clear to you and your family?”

PROCESS

Daily Patient Goals

- Patients should be asked daily about their goal for the day; this should be done as part of daily rounding as well as bedside shift report. Using a whiteboard (or if one is not available a posted daily goal sheet) is a good way to keep the care team informed of the patient’s daily goals since it establishes an agreement between the clinician and the patient
- Goals can be clinical (ex. walking, medication, pain management) and/or non-clinical (ex. taking a bath, visiting with family, washing their hair)

Care Plans

- Should be developed based on the patient’s diagnosis, physician’s orders, social and emotional needs and expectations; they must define necessary actions and timelines; the responsibility for development of the care plan should rest with the patient’s primary nurse

Use the Teach Back Method

- Explain the message you need for your patient to understand and then ask them, “Mr. Smith, I want to make sure I explained that in a way that made sense to you. Would you mind telling me what you heard me say so we can make sure I did explain that in a way you could understand?”



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