Flow of Communication Between Interdisciplinary Team Members in Long-Term Care

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Flow of Communication

Danielle Anderson, Ellie Anez, Isabella Gillman, Annabelle Handt, Anne Koslowski, Ella Madson
What is Quality Improvement?

- The Center for Disease Control and Prevention (CDC) defines quality improvement as
  “…a continuous and ongoing effort to achieve measurable improvements in the efficiency, effectiveness, performance, accountability, outcomes, and other indicators of quality in services or processes which achieve equity and improve the health of the community.”
Identifying Area of Quality Improvement

• **Communication** was identified as an area of improvement for the facility.

• Communication was the lowest score on retain engagement survey provided by DON.

• A literature review was completed to find effective, evidence-based interventions.
Why is Communication Important?

“In health care, 70-80% of errors that occur are caused by poor communication and understanding within the team” (Wieke et. al, 2021).

"The results showed a significant relationship between nurse communication satisfaction and the quality of patient safety culture” (Wieke et. al, 2021).
Background

- A literature review was conducted
- Selection Criteria
  1. Date Published
  2. Credibility of authors
  3. Objective information without bias
  4. Credible citations utilized
Common Themes
From the Literature Review

Nursing Staff Job Satisfaction
Barriers to Effective Interprofessional Communication
Role of Technology
Communication Framework Utilized
Enhanced Communication and Improved Patient Care
Nursing Staff Job Satisfaction

Nursing is a profession that has a high risk for burnout due to emotional and physical stress, fast-paced environment, and long hours.

• Research confirms the relationship between nurses’ job satisfaction and the quality of healthcare perceived by patients (Jankelová & Joniaková, 2021).
• "Effective workplace communication benefits employees' job satisfaction, organizational productivity, and customer service” (Henzi Plaza & Windon, 2022).
Barriers to Effective Communication

• “Several barriers to communication perceived by nurses were identified including lack of physician openness to communication, logistic challenges, lack of professionalism, and language barriers, as well as inconsistencies in nurse preparedness.” (Renz et al., 2013)

• “The barriers that emerged included finding common time for all disciplines to meet and the time constraint of the rounds.” (Gromely et al, 2019)

• “Information that is delayed, inefficient, or inadequate creates barriers for providing quality of care” (Ernstmeyer & Christman, 2022).
Role of Technology

- Provision of continued education and coaching (Skilled Communication, 2019).

- Increasing adoption of teleconsultations in long-term care (Tan, 2023).

- "accurate, timely, concise, and thorough documentation by interprofessional team members ensures continuity of care for their clients" (Ernstmeyer & Christman, 2022).

- Facilitate teamwork (Bulijac-Samardzic, 2020).

- Uniform platform for documentation of information (Ward & Rogan, 2021).

- Within-team communication issues are at the root of many medical errors (Cummings et al., 2022).
Communication Framework

- Tested SBAR framework to understand flow of information, messaging, and management strategies (Choi & Chang, 2021).

- SBAR framework organized thinking, boosted confidence in communication, and decreased stress (Renz, Boltz, Wagner, Capezuti, & Lawrence, 2013).


- Implementing I-PASS system would likely result in a better quality of patient care by providing structure and organization (Cummings, Krucik, Carroll, & Eisenbarth, 2022).

- Communication principles are key to relationships (Kourkouta & Papananasiou, 2014).

- Rounding improves communication and decreases fragmented care (Gormley, Costanzo, Goetz, Israel, Hill-Clark, Pritchard, & Staubach, 2019).
Enhanced Communication and Improved Patient Care

- Literature review
- Communication impacts both workers and the residents.
- Communication can create trust between staff and patients.
- Study done at a long-term care facility in Nebraska
- Another study was done in Indonesia which included faculty of medicine.
Data Analysis

Before

- "The lack of communication for all departments could use some major improvements."

- I do think that when a new admission comes that more heads up could be shared."

- "Communication is not great... management is not always on the same page so we get mixed communication."

- "Communication could be better and more involvement on the floor from the office people."

After

- No expressed questions or concerns regarding Inovalon

- Staff expressed that this system sounds great, if only they had their own work emails outside of their personal emails
Brainstorm of Solutions & Barriers

- Microsoft Teams – Have to approve changes with corporate
- Daily rounding – Time constraint
- Getting nursing assistants work emails instead of using personal emails – Have to approve changes with corporate
- Inovalon – Already implemented at site
Intervention

- Implemented education on Inovalon
  - PowerPoint
  - Available for informational sessions
  - Recorded voice overs
  - Sent out presentation to department managers
Barriers to Intervention

- Conflicting views on communication issues and interventions
- Lack of participation
- Time constraints
Evaluation

- Pre-implementation
  - 94 staff members logged into Inovalon
  - Focused on staff not signed into the system
  - No responses on pre-education survey

- Post-implementation
  - 94 staff members logged into Inovalon
  - No new additional staff signed in
  - No responses on post-education survey
Recommendations

As a result of the unsuccessful nature of the implementation, we recommend:

• A longer-term project focused on enhanced communication.

• We recommend completing an additional survey and ensure that all staff, regardless of department, completes it.

• When determining the best approach, whether it is using Inovalon, or a more efficient, user-friendly system, we recommend that it should be well thought out and clear to all users.

• When implementing Inovalon, or another system, we recommend making the education mandatory, so participation is increased.

• Lastly, we recommend implementing team building activities within the facility to promote increased engagement and a more positive work environment.
Questions??
References


References


