Communication Improvement Program

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Seoul National University Hospital
If the communication is good between nurses and healthcare provider

Good Communication

- Providing good quality of healthcare
- Increasing nurse satisfaction
- Improve patient outcomes
- Nurse turnover rates decrease
- Establish cultural cooperation of healthcare provider
- Patient safety secured
Communication between healthcare providers

60% of sentinel events occurred caused by failure of communication between health professionals (The Joint commission, 2007)

Patient safety threat by not providing the necessary information in a timely manner or providing incorrect information

Healthcare professionals need to exchange patient information accurately and rapidly, Freely expressed in an open atmosphere, Sharing treatment goals and plan, communicate effectively with other occupations (Shortell, Rousseau, Gillies, Devers, & Simons, 1991)
If the communication is good...

Patient mortality and medication error rate is low

- (Knaus, Draper, Wagner, & Zimmerman, 1986; Manojlovich & DeCicco, 2007; Miller, 2001; Shortell, Rousseau, Gillies, Devers, & Simons, 1991)

Nurse job satisfaction, organizational commitment is high

- (Hong, Kim, & Lee, 2009; Baggs & Ryan, 1990; Bagg et al., 1997; Manojlovich, 2005; Manojlovich, Antonakos, & Ronis, 2009)

Exhaustion and resignation rate is low

- (Laschinger, Finegan, Shamian, & Wilk, 2001; Shortell et al., 1994)

The better the communication between nurses reduce medication errors

- (Dougherty & Larson, 2010)
Open communication between nurses
▶ Factors that can predict whether the results can be applied in practice

Free communication of nurses

Innovation, evidence-based care, improving quality of care

• (Hansen, Biros, Delaney, & Schug, 1999).
Cooperation, trust, compassion, organization:

**Medical Services team specializes in the interaction between nursing communication skills**

JULIE APKER, PhD, KATHLEEN M. PROPP, PhD, WENDY S. ZABAVA FORD, PhD and NACEE HOFMEISTER, RN, BSN

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Among the competencies for professional nurses, Communication skills is essential.
Communication skills of nurses

Cooperation
- Effectively requested information makes the successful transfer to other team members.
- Actively participate in decision-making
- When providing information prepared and organized, Nursing expertise is being demonstrated.

Reliance
- Speaking reliable
- Be active conversation and conflict has directly confronted.

Compassion
- Take care the concerns and worries of team members, represents that the contemplation.
- Backing team members, until they do not need.
- Let’s express respect and linguistically signed a twinning.

Organized
- Organizing teams and give a sense of responsibility.
- Encourage team members and highlights the contribution to the ward to feel their worth.
By promoting communication within the ICU Patient safety culture promotion activities
Problem Analysis

- Lack of communication channels
- Self-oriented Posture
- Cooperation Inadequate
- Inflexible work order
- Different perception of teamwork
- Configure only the professions
- Lack of communication training
<table>
<thead>
<tr>
<th>번호</th>
<th>내용</th>
<th>전혀 그렇지 않다</th>
<th>약간 그렇지 않다</th>
<th>보통</th>
<th>약간 그렇다</th>
<th>매우 그렇다</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Nurse input is well received in this ICU. 내의 병동에서는 간호사의 의견이 잘 받아들여진다.</td>
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<td>2</td>
<td>It is difficult to speak up if I perceive a problem with patient care. 병동에서 환자 진료에 문제가 있다고 내가 느껴도 이를 말하기가 어렵다.</td>
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<td>3</td>
<td>Disagreements in this ICU are resolved appropriately. 병동에서 의견 불일치가 있을 경우 원만히(누가 옳으냐가 아니라 무엇이 환자에게 최선이냐는 관점) 해결된다.</td>
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<td>4</td>
<td>I have the support I need from other personnel to care. 나는 환자로 돌봄에 있어 내가 필요한 도움(지원)을 다른 사람들로부터 받는다.</td>
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<td>5</td>
<td>It is easy for personnel in this ICU to ask questions. 병동에서 이해하지 못한 사항이 있을 때 누구나 쉽게 질문할 수 있다.</td>
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<td>6</td>
<td>The physicians and nurses here work together as a well-coordinated team. 의사와 간호사가 잘 조율된 팀으로 일한다.</td>
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<td>7</td>
<td>I would feel safe being treated here as a patient. 내가 환자라면 이곳에서 마음 편히 치료받을 수 있을 것 같다.</td>
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<td>8</td>
<td>Medical errors are handled appropriately in this ICU. 내가 속한 병동에서는 의료 과실이 발생한 경우 적절하게 처리되고 있다.</td>
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<td>9</td>
<td>This hospital is a good place to work. 이곳은 일하기 좋은 병동이다.</td>
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<td>10</td>
<td>I receive appropriate feedback about my performance. 나는 나의 간호 업무 수행에 대해 적절한 피드백을 받고 있다.</td>
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<td>11</td>
<td>This ICU, it is difficult to discuss errors. 내가 속한 병동에서는 과실에 대해 의견을 교환하는 것이 어렵다.</td>
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<td>12</td>
<td>I am encouraged by my colleagues to report any patient safety concerns I may have. 나는 병동에서 환자 안전에 관한 우려가 있는 경우 함께 일하는 사람들로부터 보고하라는 격려를 받는다.</td>
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<td>13</td>
<td>The culture in this ICU makes it easy to learn from the errors of others. 내가 속한 병동의 분위기는 다른 사람의 실수로부터 배우기 쉬운 분위기다.</td>
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<td>14</td>
<td>Hospital management does not knowingly compromise the safety of patients. 안전 문제에 대해 내가 상부에 제안하면 그 제안은 진지하게 고려된다.</td>
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<td>15</td>
<td>I like my job. 나는 나의 일을 좋아한다.</td>
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<td>16</td>
<td>Working in this hospital is like being part of a large family. 이곳에서 일하는 것은 큰 가족의 일원이 된 느낌이다.</td>
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<td>17</td>
<td>This hospital is a good place to work. 이곳은 일하기 좋은 병동이다.</td>
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<td>18</td>
<td>I am proud to work at this hospital. 나는 이 병동에서 일하는 것이 자랑스럽다.</td>
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<td>19</td>
<td>I am less effective at work when fatigued. 피곤할 때 나의 업무 수행 능력은 감소한다.</td>
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<td>20</td>
<td>When my workload becomes excessive, my performance is impaired. 업무 부담이 과중하게 되면 나의 업무 수행 능력은 저하된다.</td>
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<td>21</td>
<td>I am more likely to make errors in tense or hostile situations. 긴장되거나 적대적인 상황에서 실수가 잘 일어난다.</td>
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<tr>
<td>22</td>
<td>I am more likely to make errors in tense or hostile situations. 긴장되거나 적대적인 상황에서 실수가 잘 일어난다.</td>
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<td>23</td>
<td>피곤할 경우 응급상황(예를 들면 응급 소생술 또는 경련)에서 나의 업무 수행 능력은 저하된다.</td>
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<td>24</td>
<td>Hospital administration supports my daily efforts. 내의 매일 수행하는 일들을 상부에서 지원해 준다.</td>
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## Activities Schedule

<table>
<thead>
<tr>
<th>Activities / Time</th>
<th>February</th>
<th>March</th>
<th>April</th>
<th>May</th>
<th>June</th>
<th>July</th>
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<tbody>
<tr>
<td>Communication and patient safety related literature</td>
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<tr>
<td>ICU leader selection and periodic communication meetings</td>
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<tr>
<td>Meeting with each ICU department</td>
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<td>Promoting communication and promotional strategies</td>
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<td>Day of ICU communication event</td>
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<td>NVC (nonviolent communication) Special Topics</td>
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<td>Core Indicators Survey (Number of accidents, patient safety surveys)</td>
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<td>Activity Analysis and Report submitted</td>
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</tbody>
</table>
Activities -1

- Meeting with Clinical department
- Multidisciplinary rounds
Activities -2

First day of communication – watching movie with groups

Second day of communication – communicate with picnic at YongSan
Contents

Communication Improvement

Stress Management
Stress due to emotional labor

“Emotional Labor”
To meet other people's feelings
Suppress their emotions
Routinely work to control

Nurses emotional labor
- It becomes burden of expressing warmth and kindness to the patients.
- It becomes burden about not express feeling bad.
- It distorts the real feelings of the patient.

Increasing job stress, Exhaustion

Stress Management and Prevention Necessary
Nurses Job Stress

High job stress

Physically, mentally unhealthy
- Depression, fatigue
- Disease, exhaustion

Decreased productivity in nursing
- Turnover, resignation
- Decreased quality of care

Shift (Night shift)
Workload Heavily
Improper Treatment
Professions Role Conflict

High job stress

Physically, mentally unhealthy

Decreased productivity in nursing

Nurses Job Stress

SEOU L NATION AL UNIVER SI TY HOSPIT AL
New nurses

Lack of knowledge

Heaviness

Relationships Difficulty

Experience shortage

Capacity shortage

Excessive Nervous

Got harassment

Awe

Newbie
How to raise your confidence

- Does not compare between others.
- The positive implicit self-discipline. (Negative → Replace a positive thought)
- Eat well and play well alone.
- Reward yourself.
- Enjoy a variety of experiences. (Direct and indirect experiences - traveling, movies, books ...)
- Stay with the lively people.
Nurses cheer UP! Strategy
New nurses Independence Day - 1

That independent nurse
Hereby declare!

- After eight weeks OT encouraging meeting
- 1time/ month
- Preceptor, new nurse, Ward and intensive care unit’s training nurse, Director of Nursing, the Nursing Unit Manager of ward are attending.
- Thank You Letter (New nurse → preceptor), Congratulations and encouragement letter (preceptor → New nurse)
- Hug Time
- Photos Time
New nurses Independence Day -2
100 days celebration meal meeting with new nurses

- 8 weeks after orientation
  100 days from the time of independence

- Director of Nursing, the 100-day-old new nurse have dining Meeting

- The director of nursing who listen to new nurse’s grievance and providing practical advice & encouragement.
1st year celebration of the new nurses

- First Anniversary Celebration
- Nurse/ Nursing assistant
- 2times/year
- Writing letters to themselves, giving thanks to everyone who helped.
- Prepare the gifts by each ward.
Entrusted the pivotal role of the Special Nursing department’s senior nurse / senior member of nursing assistant Cheer program

Attending 1~2 key member of senior staff from each ward.

Open their mind through the game, support each other and get energy by having dinner with other senior member.
Senior nurse’s healing camp

- Special nursing department’s 50 senior nurses were attended.
  - Once a week for eight weeks meditation progress
  - 1 hour 30 minutes per session, each time 10 people
Each ward’s 1Night-2days workshop

SICU1 workshop

CCU workshop
2015 Tong-Tong (通通通) business
2015 Tong-Tong (通通) business

Purpose
Special nurse department gets consideration of each other and culture of respect through the communication.

method

① Each ward’s "Tong tong leader" selected, regularly (every two months) meetings held, Discuss problems and communicate improvements.

② Wards and intensive care units, psychiatric wards, etc. used as a chapter of the Communication.

③ Each wards makes culture of respect.

④ Takeover unified format
Respect

1. Respect between nurses
2. Other staff respect
3. Patients, caregivers Respect
4. Self-esteem
1. Respect between nurses

<table>
<thead>
<tr>
<th>Using the honorific</th>
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<tbody>
<tr>
<td>Caution of non-verbal communication of the sub language: Sigh, etc.</td>
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<tr>
<td>Call the appropriate title</td>
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<tr>
<td>Training for the ongoing care</td>
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<tr>
<td>Have human interest</td>
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<tr>
<td>The healing through people's empathy is the most effective</td>
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</tbody>
</table>

However, the person could be the biggest stressor!
2. Other staff respect

- Regular monitoring on the using violent language.
- Regular training for the internal customer response.
- Show attitude of respect to the visitors.
- Other occupations do not treat carelessly.

For organizational culture
Self-checking checklist
Development and Application

Greeting & Greet well-received cycle
3. Patients / caregivers

Respond promptly to inquiries during takeover time.
4. **Self-esteem**

**self care**

- Eat breakfast to go to work, rest well, eat lunch to work

**Self-management education enhanced when the new nurse training**

**Tell value of nurse job**

**Have a sense of ownership**
Always fits new nurse in ICU...
Communication enhancement effort to promote the growth cycle of the nurse,

Never.  Stop.

Communication.
Thank you for your attention.