

## An Intervention Study for Improving RN/Patient Communication and Patient Satisfaction Using Daily Patient Goals

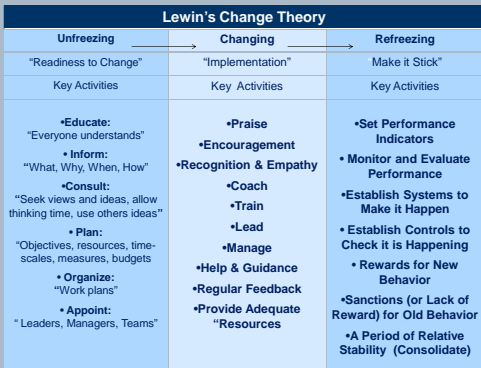
### Background: Improving RN/Patient Communication

- The quality of the RN-Patient relationships is often dependant on effective communication.
- Research has shown that provider communication affects patient outcomes including: compliance with treatment regimens, improved health and well being, satisfaction with care, and adaptation to hospital care.
- The annual JC report on Quality and Safety has consistently indicated that inadequate communication between care providers and/or patients/families as the root cause in sentinel events.
- Inadequate nurse-patient communication results in increased levels of stress and anxiety

### Literature Review

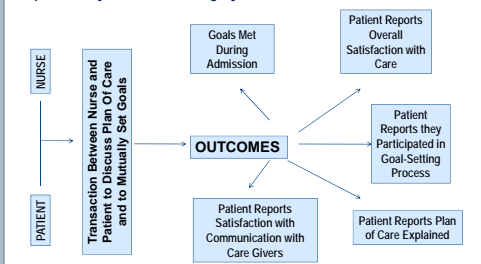
- 7 Studies were reviewed that evaluate the process of defining and incorporating daily patient goals into the Plan of Care
- Of the 7 Studies only 2 involved the input of patients/families in the development of daily goals

Study	Comments	Results
Pronovost et al (2003)	<ul style="list-style-type: none"> <li>Daily goal sheet implemented in adult ICU</li> <li>Goal to improve communication between caregivers</li> <li>Provider vs Patient-Centered</li> <li>Explicit goals not developed</li> <li>No direct input from family</li> </ul>	<ul style="list-style-type: none"> <li>50% reduction LOS</li> <li>Improved perceptions of communication between caregivers</li> <li>Improved communication with family members using the goal form as a tool</li> </ul>
Narasimhan (2006)	<ul style="list-style-type: none"> <li>Evaluated daily goals worksheet</li> <li>Adult ICU</li> <li>Completed by caregivers during interdisciplinary rounds</li> <li>Posted at each patient's bedside</li> </ul>	<ul style="list-style-type: none"> <li>Improved understanding of care goals</li> <li>Improved communication between physicians and nurses</li> <li>Decreased LOS</li> </ul>
Phipps and Thomas (2007)	<ul style="list-style-type: none"> <li>Assess nurse's perception of communication</li> <li>Implemented Pediatric ICU</li> <li>Standardized form used to detail specific daily goals</li> <li>Updated by RN daily</li> </ul>	<ul style="list-style-type: none"> <li>85% nurses participating in the study thought that communication between nurses and physicians was improved</li> </ul>
Joint Commission (2007)	<ul style="list-style-type: none"> <li>Examined use of multidisciplinary goal sheets</li> <li>Implemented Adult ICU</li> <li>Standardized goal form implemented for each patient</li> <li>Documentation obtained from all caregivers</li> </ul>	<ul style="list-style-type: none"> <li>Increased RN and residents' understanding of daily therapy goals</li> <li>Decreased mean LOS almost 50%</li> </ul>
Potter and Mueller (2007)	<ul style="list-style-type: none"> <li>Specifically addressed patient/family input into daily goals</li> <li>Nursing Stress</li> <li>Implemented on a general Medical Unit</li> <li>RN determined patient/family goals of the day</li> <li>Written information board at bedside to facilitate goal communication to all caregivers and family members</li> </ul>	<ul style="list-style-type: none"> <li>Authors measured:                             <ol style="list-style-type: none"> <li>Nursing Stress</li> <li>Level of knowing the patient goals</li> <li>Preparation for discharge</li> </ol> </li> <li>Results for these indicators were mixed, and statistical significance was not reported.</li> </ul>
Siegle (2009)	<ul style="list-style-type: none"> <li>Used Daily Goals Tool and Daily Goals Reference</li> <li>Implemented Adult SICU</li> <li>Nurse-driven, initiated by patient's nurse, discussed with physicians during rounds, updated throughout the day as appropriate</li> <li>Daily Goals Tool focuses on 12 aspects of care from Safety and Transfer to Code Status/Family</li> </ul>	<ul style="list-style-type: none"> <li>Decreased LOS</li> <li>Improved compliance with VAP bundles</li> <li>Decreased VAP rates</li> <li>Decreased Bloodstream infection rates</li> <li>Decreased number of falls</li> <li>Decreased hospital acquired Decubitus Ulcers</li> </ul>
Szostak (2009)	<ul style="list-style-type: none"> <li>Patient's assigned RN identifies patient personal goals on a daily basis</li> <li>Implemented on General Med/Surg Unit</li> <li>Goals Written on Whiteboard in Room</li> </ul>	<ul style="list-style-type: none"> <li>Outcomes Measured:                             <ol style="list-style-type: none"> <li>Patient recognition of participation in Plan of Care (p = .000)</li> <li>Achievement of Patient's Daily Goals (p = .000)</li> <li>Patient's perception questions were answered (p = .118)</li> <li>Effectiveness of communication with nurse (p = .170)</li> <li>Agreement between patients and nurses: Daily Goals Met (76%)</li> </ol> </li> </ul>



### Conceptual Model: Imogene King Goal Attainment

Emphasizes joint Goal setting by RN & Patient



### Daily Patient Goals: Why?

- Evidenced-Based
- Patient-Centered
- Incorporate Patient/Family in Decision Making and Plan of Care
- Focus on Individual Patient Care, Patient's Personal Needs, Values, and Beliefs
- Motivates Patient
- Engages Patient in their Plan of Care
- Creates an Environment that Fosters Safe Care Through Improved Communication Among Healthcare Providers and Patients/Families

### Communication!!

What is the most important thing I can do for you today?

**Keys to Writing Daily Patient Goals**



### Methodology

An Intervention Study for Improving RN/Patient Communication and Patient Satisfaction Using Daily Patient Goals

- This study will produce outcomes that answer the following questions?
  - What are the nurses' beliefs about daily patient goals?
  - Does implementation of daily patient goals improve patient/nurse communication and overall patient satisfaction with their care?
  - Does implementation of daily patient goals improve communication in the healthcare setting from a nursing perspective?
  - Do nurses set goals and review the plan of care with patients more frequently after education and expectations made that daily goals will be completed?

Phase 1 Pre-Intervention Data Collection	Phase 2 Intervention	Phase 3 Post-Intervention Data Collection
<ol style="list-style-type: none"> <li>Pre-Intervention Nursing Surveys (n=31).</li> <li>Pre-Intervention Patient Surveys (n=30).</li> </ol>	<ol style="list-style-type: none"> <li>Staff Education: CNL Role, EBP, Daily Patient Goals</li> <li>RN staff to discuss Plan of Care with assigned patients and develop goal/goals for the day with the patient.</li> <li>Goal/goals written on Whiteboard in the patient's room and Data collection form on the patient's clipboard.</li> </ol>	<ol style="list-style-type: none"> <li>Post-Intervention Nursing Survey (n=31)</li> <li>Post-Intervention Patient Survey (n=31).</li> </ol>

### CNL Concepts

Implementation of EBP

CNL Concepts


- Clinical Experts at the Bedside
- Member of Profession
- Risk Anticipator
- Coordination of Care
- Team Management/Information Manager
- Coach
- Mentor
- Nurse Educator
- Change Agent
- Patrol
- Systems Analyst
- Quality Improvement
- Leadership
- Prepared
- Endowed
- Basic
- Outcomes Manager
- Life-Long Learning
- System
- Patient Satisfaction

Leader

Later Integration of Care

CNL

### Macrosystem: Fairfield Medical Center



Values = Patients First

Quality

QS3

The work we do is of the highest quality possible.

Safety

Our culture makes patient and employee safety a high priority.

Service

We provide excellent customer service to our patients, physicians, visitors, and co-workers.

Sustainability

We work to ensure that FMC is here for our community now and in the future.

**Mission Statement**  
Fairfield Medical Center's team provides efficient, compassionate, high quality healthcare for patients and their families.

### Microsystem: Progressive Care Unit

- 15 bed step-down unit.
- Medical, Surgical Cardiac "Critical" but stable patients.
- Average Daily Census: 13
- Average annual occupancy: 87.3%
- Average Length of Stay: 5.7
- Patient Mix: Medical 48%; Surgical 41%, Cardiac 11%
- RN/Patient Ratios: 2:1, 3:1 Dayshift; 3:1 Evening and Nights
- RN staff: 25% BSN Prepared
- RN staff: 21% Certified in Progressive Care Nursing (PCCN)

### Outcomes

Expected Outcomes

- Improved Overall Patient Satisfaction
- Improved Patient Outcomes
- Improved Communication with Patients/Families
- Improved Communication Between Healthcare Providers

### Actual Outcomes

Pending Final Data Analysis

### Implications for Nursing

Pending final data analysis this study may provide caregivers, leaders, and administrators with information that can help guide decisions about programs and policies that focus on patient-centered care including:

- Focusing on the opinions, needs, and wishes of the patient.
- Including the patient in the Plan of Care
- Improving communication between patients and caregivers
- Increasing Patient Satisfaction
- Improving Patient Outcomes

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