**Daily Patient Goals**

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

### Literature Review

- **Background:** Improving RN/Patient Communication
  - The quality of the RN-Patient relationships is often dependent 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 hospitalization.
  - The annual JC report on Quality and Safety has consistently indicated that inadequate communication between care providers and/or patients/families is the root cause of sentinel events.
  - Inadequate nurse-patient communication results in increased levels of stress and anxiety.

- **Methodology**
  - **Lewin’s Change Theory**
  - **Implementation of the Intervention**
  - **Outcome Measurements**

- **Expected Outcomes**
  - 1. Improved Overall Patient Satisfaction
  - 2. Improved Patient Outcomes
  - 3. Improved Communication with Patients/Families
  - 4. Improved Communication Between Healthcare Providers

- **Implementation of EBP**

### Concepts

#### Conceptual Model: Imageo King Goal Attainment

- **Emphasizes joint goal setting by RN & Patient**
- **Patient Reports Overall Satisfaction with Care**
- **Patient Reports Participation in Goal-Setting**

#### 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**

- **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 40%, 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 (PCN)**

#### Macroystem: Fairfield Medical Center

- **Values = Patients First**
  - Quality
  - **The work we do is of the highest quality possible.**
  - **Safety**
  - Our culture makes patient safety 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.

#### Microystem: Progressive Care Unit

- **Values = Patients First**
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  - **The work we do is of the highest quality possible.**
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### References


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