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Re-Shaping Communication Skills in Order to Enhance the Patient Experience

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Re-shaping Communication Skills in order to enhance the patient experience

The concept of communication is an integral part of the nursing profession, regardless of venue or specialty area. Communication is the basis upon which relationships are initiated and established. Despite ongoing professional efforts on the importance of effective communication, less than effective patient outcomes in relationship to effective communication is being reported by patients. Thus, revisiting the importance of effective communication in relationship to patient outcomes, including patient perceptions on nurse to patient communication is essential. Both perceptions and experiences are closely related to the ability to establish mutual understanding, respect, and trust with patients. Hospital consumer assessment of health care providers survey (HCAHPS) has become a key metric used by organizations and patients in order to evaluate patient experiences. The HCAPAS Survey is composed of 27 items, including key elements related to communication skills. Composite HCAPAS topics related to communication with nurses includes nurse communication, responsiveness of hospital staff and communication about medications. Each of these areas largely integrate the patient's perspective related to effective communication with nurses. As a result, patients perceiving nursing communication to be ineffective may lead to lower patient satisfaction and lower HCAPAS scores. Methods to improve the patient experience and HCAPAS scores, emphasizing communication strategies will be a focus of this presentation. Applicable case-studies, clinical scenarios and reflective practice examples will be presented. Additionally, key attributes related to effective communication with patients will be addressed. Examples include creating awareness on basic communication skills such as; active listening, clarifying, paraphrasing, asking open-ended questions, assessing non-verbal behaviors and empathy. Each of the basic communication skills will yield tangible opportunities for participants to improve communication skills, build trust with patients and optimize the patient experience. Participants will be given an opportunity to share professional experiences and reflective practice strategies.

Title:

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Keywords:

Effective communication, HCAPAS and Patient experience

References:

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- Stone, G., Singletary, M., & Richmond, V. (1999). *Clarifying communication theories: A hands-on approach*. Ames, IA: Iowa State University Press.

Abstract Summary:

Communication is an integral part of the nursing profession, regardless of venue or specialty area. Communication is the basis upon which relationships are initiated and established. Despite ongoing professional efforts on the importance of effective communication, less than effective patient outcomes in relationship to effective communication is reported by patients.

Content Outline:

I. Introduction

- A. Example: Effective Communication
- B. Example: Ineffective Communication

II. Body

A. Main Point #1: The power of perception

1. Supporting point #1: Perception is reality, how does this relate to outcomes associated with the patient experience?
2. Supporting point #2: Identifying strategies nurses can implement in order to more effectively communicate with patients, thus enhancing a patient's perception and patient experience.

B. Main Point #2: Improving HCAPAS communication scores

1. Supporting point #1: nurse communication (examples)
2. Supporting point #2: responsiveness of hospital staff (examples)
3. Supporting point #3: communication about medications (examples)

III. Conclusion

- A. Example: Case-study reflecting effective nurse-patient communication related to nurse communication, responsiveness to answering call bell and medication education.
- B. Example: Reflective practice scenario illustrating integration of basic communication skills.

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Author Summary: Dr. Doas is an Associate Professor of Nursing with a wealth of educational and clinical experiences. Her scholarly agenda is primarily in the area of Emotional Competence, current area of clinical practice is Adult Behavioral Health.