

Communication is Key!

Ashley Havermale, Breanna Hoffman, Mariah Ramsey
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Assessment

Opportunity:

- Implementation of mobile communication device for senior leadership students during clinical time to enhance communication between the students and other health care providers.

Driving Forces:

- Desire for improved interprofessional communication skills, patient outcomes/safety and transition to care
- Senior leadership clinical student and faculty support
- Blessing Hospital project lead and management support
- Many students work at the hospital and know how to use mobile communication devices

Restraining Forces:

- Cost of phones and accessories
- Potential lack of use

Literature Review

- "Enhanced communication skills of nurses led to improved quality of medical care."²
- Nursing students have both positive attitudes and an increased level of self-efficacy when using communication technologies.³
- Nursing students felt increased support when able to reach mentor by technological communication.¹
- "Communication skills can result in more effective relationships between health professionals."²

Planning

Short Term Goals:

- Gain staff approval
- Design and plan pilot for Fall 2020
- Share this project information with Fall 2020 Leadership class for implementation

Long Term Goals:

- Implement pilot in Fall 2020

Strategies to Hardwire the Change:

- Educate senior Leadership clinical on usage of mobile communication device
- Fall 2020 Leadership class to continue the project



Figure 1

Acknowledgement: Mathew Kramer, Team Project Lead

Implementation

Strategies for Handling Resistance:

- Explain the benefits to faculty and staff
- Provide evidence of need for enhanced communication to increase patient outcomes and patient safety

Actual Implementation:

- Collaborated with team project lead to gather information on cost, etc.
- Surveyed senior leadership students and leadership clinical faculty
- Developed long term spreadsheet and plan for fall 2020 senior Leadership class to implement

Evaluation

Effectiveness of the Change Process:

- Survey students and clinical faculty after trial

Plan of Evaluation:

- Project leaders will monitor satisfaction and usage data after trial with surveys

Summary

What We Learned:

- Mobile communication devices are expensive
- Making a change is a lengthy process

What We Would Do Differently:

- Start and seek approval of project earlier
- Implement pilot of mobile communication devices earlier

References

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3. Warchawski, S., Itzhaki, M., & Barnoy, S. (2019). *Nurse and Nurse Student Attitudes and Perceived Self-efficacy in Use of Information and Communication Technologies*. *Wolters Kluwer Health*, 37(1), 20–28. doi: 10.1097/CIN.0000000000000470

Figure List

Figure 1. Getty Images. (2020). Retrieved from <https://www.gettyimages.com/detail/photo/young-nurse-or-healthcare-professional-makes-phone-royalty-free-image/1097212124?adppopup=true>