

Understanding Patients' Perceptions of Communication with Nurses

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HUP/PPMC Nursing Professional Practice Model



Introduction

◆ Background

- HCAHPS domain Communication with Nurses drives overall satisfaction scores¹⁻³
- Little empirical evidence of how patients perceive nurses efforts and what constitutes effective communication¹⁻³



◆ Purpose

- Elicit patients' perceptions of their communication with nurses while hospitalized

Methods

- ♦ **Design** – Qualitative Descriptive
- ♦ **Stratified Sampling Strategy**
 - *Across discharge areas*
 - Surgery
 - Medicine
 - Oncology
 - Women's health
 - *Across age groups*
 - 18-29
 - 30-45
 - 46-65
 - 66+
- ♦ **Data collection** – semi-structured phone interviews
- ♦ **Analysis** – Thematic Analysis (Boyatzis, 1998)

Results

◆ 49 participants completed phone interviews

	18-29	30-44	45-65	66+
Women's Health	3	4	4	4
Medicine		3	4	4
Surgery		4	4	4
Oncology		3	4	4

◆ Key themes

- Nurses' physical behaviors
- Follow-through on requests/concerns
- Awareness of the situational context

Implications for Nursing Practice

- ◆ **Inductive approach to problem solving**
- ◆ **Innovative solutions to strengthen the way that we care**
- ◆ **More effectively meeting patients' needs**

Connection to the HUP/PPMC Professional Practice Model

♦ **Care**

- New strategies for authentic patient centered care

♦ **Lead**

- Participation in research offers the opportunity to lead through knowledge generation and translation
- Engaging at the inception of the work helps support acceptance and implementation

♦ **Innovate**

- Local level innovation of practice
- Dissemination of empirical findings to inform practice nationally

