Understanding Patients' Perceptions of Communication with Nurses

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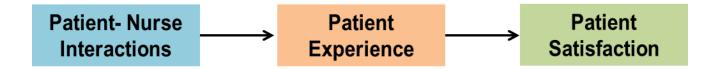
HUP/PPMC Nursing Professional Practice Model



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

