

Communication Has Consequences

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INTRODUCTION

Room for Improvement

Communication is an integral part of everyone's life. However, it is not expanded upon within nursing school education and the work environment although 80% of patient safety errors have been partially attributed to communication errors.

PICO:

With nurses who care for women with mental health issues in an outpatient setting, how does education on communication methods affect the nurses' acceptance of effective dialogue in comparison to no education?

CURRENT EVIDENCE

We used a total of 8 articles as the foundation of our project.

- Communication is the cornerstone of nursing care.
- 65% of patient safety errors have been attributed to poor communication.
- Effective dialogue is necessary to have transformational communication.
- Minimal communication training strategies exist; however, they are effective in changing patient and nursing outcomes.

LITERATURE SEARCH

Databases: CINAHL, PubMed, University of Cincinnati Library

Keywords: Nursing communication, communication between nurses, communication in an outpatient setting, communication tools, barriers, education, methods; effective dialogue between nurses

Article Date Range: 2015-2016

Average Level of Evidence: Level 3 as indicated by the Johns Hopkins Model of Evidence Based Practice.

EDUCATION PLAN

Place: University of Cincinnati College of Nursing; WebEx audio conference

Population: University of Cincinnati College of Nursing Class of 2020

Purpose: To educate peers on an assess their value of effective dialogue.

Objectives:

- Develop an understanding of effective communication methods
- Explain the importance of furthering communication education
- Value effective dialogue

LESSONS LEARNED

Understand limits before jumping in.

- Improving focus and understanding limits challenged the group. From the beginning, there were big dreams for the project.
- Acknowledging the time frame and available resources led to several topic changes and more realistic goals.
- The time wasted from misunderstanding the parameters could have been better utilized in deeper research and planning.

FEEDBACK

On a scale of 1 (Strongly Disagree) to 5 (Strongly Agree):

- Effective dialogue is something I should pay attention to.
- As a nurse, my dialogue and communication skills impact the way patients perceive the quality of their healthcare.
- Relational and non-verbal communication during nurse-to-nurse interactions do not enhance patient care.
- I would spend time learning to be a better communicator.

Main Findings: Overall, participants *increased in their levels of valuing communication* as shown on a Likert scale in response to 4 questions, with one question (question 3) resulting in outlier data.

EDUCATION IMPLEMENTATION

What?

- PowerPoint presentation
 - Pre-test
 - Case study
 - Ineffective and Effective Communication Elements
 - The Dialogue
 - Training strategies and Standardizations in Practice
 - Post-test

When?

- March 31, 2020

- Our education session was supposed to be directed towards nurses in the Cincinnati Health Department but due to COVID-19 we had to adapt our education to determine if nursing students have knowledge of and value effective dialogue.

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