

## 2A - Course Outcome #2 Competency:

a. Use effective communication techniques that produce positive professional working relations in the medical-surgical and pediatric environments when caring for pediatric patients and patients with complex medical/surgical conditions.

### **Tool: Communication as Perceived by the Patient**

This tool reflects information from HCAHPS, which stands for Hospital Consumer Assessment of Health Providers and Systems which is a government survey for measuring patient satisfaction at hospitals across the country. The HCAHPS survey provides information from the patient's perspective regarding hospital care, including communication among the healthcare team. This tool builds on the work of HCAHPS and focuses on communication:

- Interview direct-care RN or Unit Manager regarding continuous efforts to improve patient satisfaction.
  - How can nurses improve communication with the patient and with other healthcare providers?
  
  - What are the barriers to communication and how can they be managed?
  
  - How can patients be reassured of staff responsiveness?
  
  - How can student nurses assist with patient satisfaction related to communication?
  
  - What role does the "Patient Board" play in clear communication that results in positive professional working relations?
  
  - What lessons can you derive from the above answers that you can use to improve your practice as a nurse?

### Grading Rubric for the Communication as Perceived by the Patient

Performance Criteria	S	NI	U
Questions answered	Answered all questions clearly and completed.	Answered most questions clearly and completed.	Unable to answer all questions.
Lessons learned	Lessons learned are clear, practical, and easy to implement.	Lessons learned are superficial and/or not necessarily helpful.	Unable to draw conclusions related to lessons learned.