

Photo Identification: Improving Communication Among the Healthcare Team

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Background

Interdisciplinary care is an important aspect of quality patient care in an inpatient oncology setting. Studies have shown communication between various healthcare providers improves patient outcomes. According to Effects of interdisciplinary teamwork on patient-reported experience of cancer care, “Interdisciplinary teamwork (ITW) is deemed necessary for quality cancer care practices...” (Tremblay, Roberge 2017). A barrier to communication between healthcare providers is being able to identify the correct staff member on a busy inpatient unit. Providing photo identification of staff nurses will decrease communication barriers.

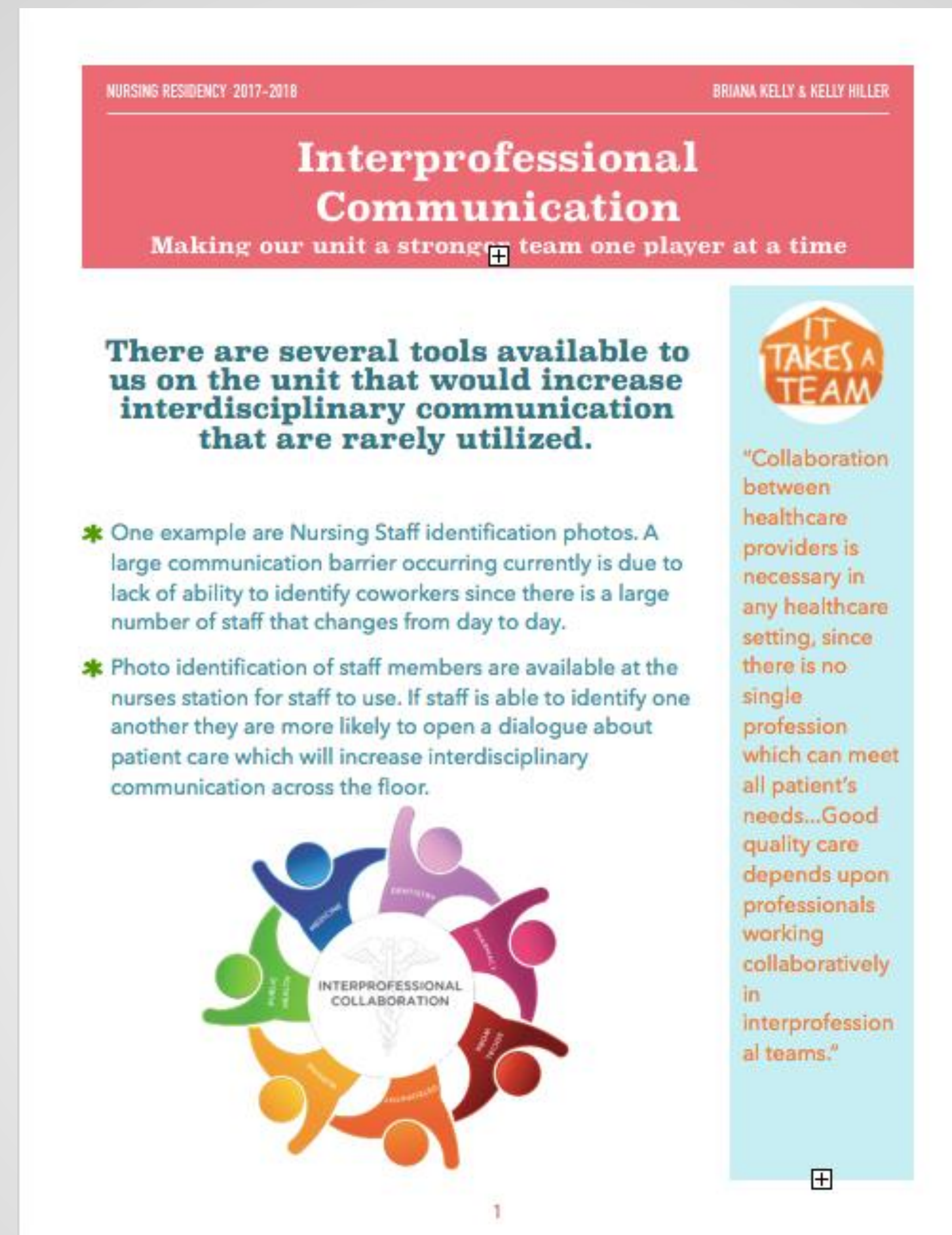
Practice Change

Increase registered nurse’s (RN’s) knowledge of inter-professional communication in the in-patient oncology setting.

Methods

- Pre education- paper survey to nursing staff
- Present information to staff; informational/educational materials based on the current literature; evidence of inter-professional communication benefits to staff via posters and huddles; distribute flyers in staff mailboxes.
- Post education- paper survey

Measures and Results



Results

	Strongly Disagree	Disagree	Undecided	Agree	Strongly Agree
Did you find the information provided during huddles/flyers around the unit easy to understand and access?	0%	0%	15%	70%	15%
Did you find the information provided relevant to your work day and environment?	10%	10%	0%	80%	0%
Were you able to identify situations on the unit where interdisciplinary action could have been improved?	0%	0%	20%	72%	8%
Were you able to identify/increase your own interdisciplinary communication on the unit after receiving this information?	12%	10%	0%	70%	20%
Did you find using staff photos available at the nursing station as an effective tool to improve interdisciplinary communication?	0%	0%	10%	40%	50%
Would you be willing to receive more information and participate in more interventions to improve communication in the future?	0%	0%	30%	70%	0%

Summary/Discussion

Our work was the first step in increasing inter-professional communication. However, in order for the next step to be taken staff will need to:

- Implement the tools provided to them in the survey such as using the photo identification of staff
- Implement the education past just staff nurses to include providers, transporters, etc.
- Provide future follow up surveys to see if staff has found a difference in the inter-professional communication on the floor.

Some feedback we received from staff:

- "I think this is a great tool to help doctors find nursing staff on the floor since they don't always know what we look like"
- "I found the flyer information helpful, and easy to find around the unit, I want to start implementing more of this in my practice."

Conclusion

- Most nurses on the Oncology inpatient setting found the flyer information easy to use and could easily use the tools provided during their work shifts.
- Most nurses on the Oncology inpatient setting found the photos at the nurses station a useful tool and wanted to receive information in the future/ participate in more interventions to improve communication.

References

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