



## 3<sup>rd</sup> Annual Quality & Patient Safety Conference

### Improving the Healthcare Journey for Patients & Staff



#### TITLE

Improving communication between hospital staff and patient's families during Covid-19 in Cavan & Monaghan Hospital

#### SUBMITTED BY

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#### ABSTRACT

##### INTRODUCTION

During the COVID-19 pandemic, Cavan & Monaghan Hospital (CMH) introduced a restricted visiting policy to protect the patients and staff from the spread of COVID-19. As a result of these protective measures, the hospital received a number of complaints from families relating to the failure/delay in communicating information about their family member.

Three common themes arose:

1. Difficulty accessing information from healthcare professionals
2. The untimely delivery of information
3. The information received was unclear

CMH responded to the feedback received by establishing a communication forum to help identify a quality improvement plan to address the concerns from patient's families.

##### METHODOLOGY

The Model for Improvement and PDSA cycles were applied.

##### AIM

To reduce complaints on communications between staff and families by introducing a multidisciplinary communications booklet to document exchanges between staff and the designated contact person (DCP).

##### CHANGE IMPLEMENTED

###### PDSA 1.

A multidisciplinary communications booklet to document communications between staff and DCP.

Guidance on consent for relaying information to DCP and communicating with DCP for patients without capacity

###### PDSA 2.

Implement a daily process to discuss communications with DCP.

##### MEASUREMENT

1. Audit of compliance with consent and documenting DCP (Nov, Dec x2)
2. Staff survey to assess the staffs perception and knowledge on communications with families.
3. Family perception of communications planned

##### RESULTS

A process evolved during the 1st PDSA whereby family communication needs were discussed daily :

- Nursing handover
- MDT whiteboard rounds
- Safety pause

##### Audit

- 7/10 pts had identified a DCP
- 7/10 had documented verbal consent to relay information (70%)
- Audit 2. 4th Dec 2021-
- 3/13 charts reviewed, 3 patients had consent section signed and a DCP identified (23%)
- Feedback indicated that the multidisciplinary communications booklet was not a sustainable long term solution due to existing paperwork demands.

##### VALUE

There is a greater focus on person-centred care and including the patient's families (with consent) on the patient journey throughout our hospital. Healthcare professionals are more aware of GDPR obligations when sharing information and the need to document exchanges to streamline the process of communicating with families.

##### SUSTAINMENT

PDSA cycles will be ongoing until an appropriate and sustainable intervention is established.

##### ADDITIONAL INFORMATION

Currently in PDSA 2 , planning to measure family perception of communication over the next 6 weeks.