

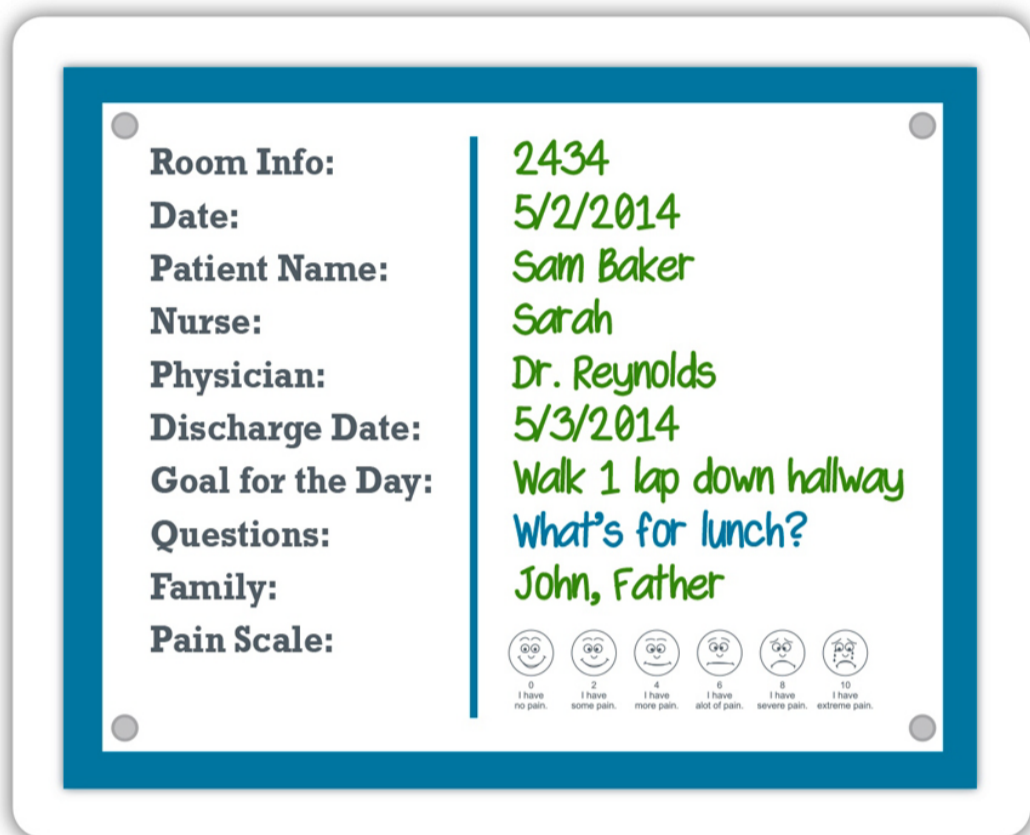
Patient Communication Boards: Best Practices

Communication failures are still implicated in the majority of sentinel events!¹

Recommendations for an Effective Communication and Patient Care Tool

The Journal of Hospital Medicine - The University of California²

1 Feature a consistent template



2 Hold nurses responsible for content updates



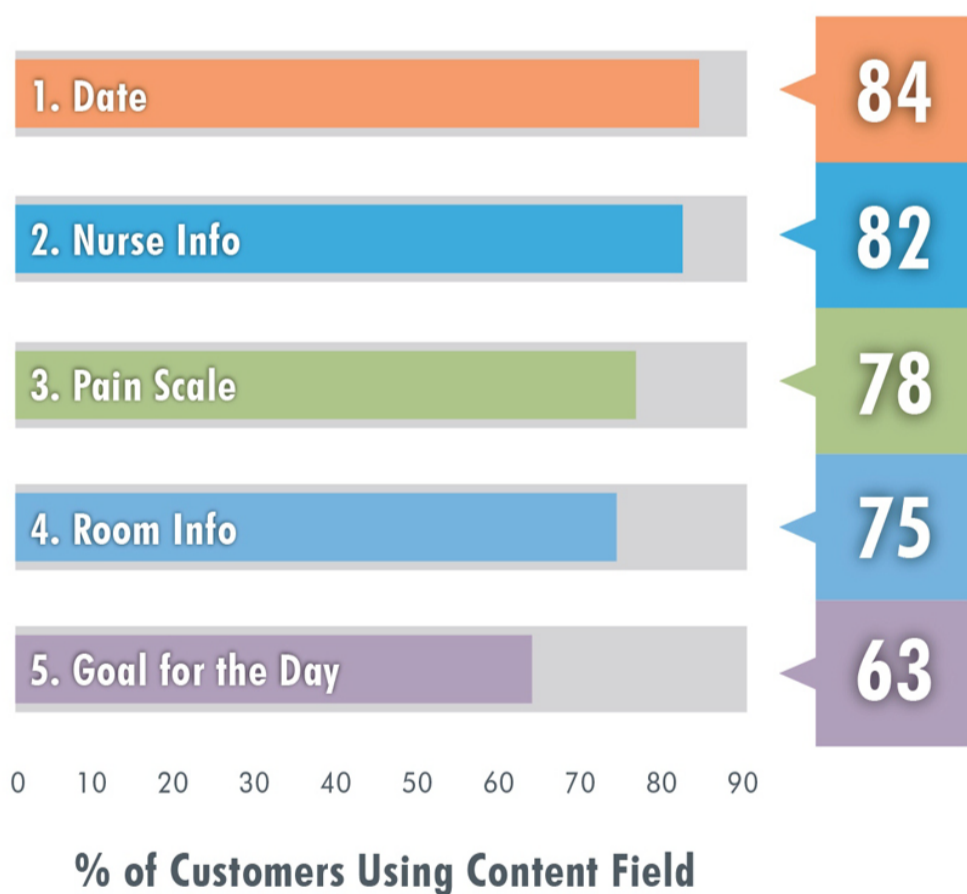
3 Ensure dry-erase pens are readily available



Common Practices

Our 40 Top Patient Communication Board Customers

Design - Top Fields



44%
 of our customers
 have boards in more than
 one language

Top Departments by Use



Implementation: Top 4 Practices to Consider*

1
 Trial in one department to start.

2
 Communication Boards should be placed in clear view of patients.

3
 Buy and fasten erasable pens to the communication board.

4
 Create an audit system to track board usage by staff.

Hospitals that follow these best practices improve:

- ✓ Communication
- ✓ Teamwork
- ✓ Patient Satisfaction

¹ The Joint Commission: Sentinel Event Data, Root Causes by Event Type, 2004-2013. Available at: http://www.jointcommission.org/assets/1/18/Root_Causes_by_Event_Type_2004-2Q2013.pdf. Accessed June 2014.

² Sehgal NL, Green A, Vidyarthi AR, Blegen MA, Wachter RM. Patient whiteboards as a communication tool in the hospital setting: a survey of practices and recommendations. J Hosp Med. 2010;5(4):234-9.