Patient Communication Boards: Best Practices

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

Recommendations for an Effective Communication and Patient Care Tool

The Journal of Hospital Medicine - The University of California

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

1. Date: 84
2. Nurse Info: 82
3. Pain Scale: 78
4. Room Info: 75
5. Goal for the Day: 63

% of Customers Using Content Field

Top Departments by Use

1. Inpatient Rooms
2. Labor / Delivery
3. Pediatrics
4. Surgery
5. Emergency Room

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

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:

1. Communication
2. Teamwork
3. Patient Satisfaction

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