

Health Care Communication

- **Organizational**
- **Individual patient care**

LD.03.04.01

The hospital communicates information related to safety and quality to those who need it, including staff, licensed independent practitioners, patients, families, and external interested parties.

LD.04.04.05

- **The hospital has an organization-wide, integrated patient safety program within its performance improvement activities**
- **EP 6: The leaders provide and encourage the use of systems for blame-free internal reporting of a system or process failure, or the results of a proactive risk assessment**

PC.02.02.01

- **The hospital coordinates the patient's care, treatment, and services based on the patient's needs**
- **EP 2: The hospital's process for hand-off communication provides for the opportunity for discussion between the giver and receiver of patient information**

PC.04.02.01

When a patient is discharged or transferred, the hospital gives information about the care, treatment, and services provided to the patient to other service providers who will provide the patient with care, treatment, or services

2016 Communication Data

- **3rd leading contributing factor reported in Sentinel Events**
- **Communication breakdowns of some kind were reflected in $\frac{3}{4}$ of sentinel events**

Results

- **At 18 months post-implementation, 90% of all discharge summaries created using template**
- **Nearly 90% of recipients of discharge summaries liked new format**
- **90% felt quality of discharge summary was better than the past**

Keys to Success

- **Effectively using task forces and work groups**
- **Engaging hospital leaders**
- **Harnessing expert opinion**

(More information on page 18, Resource Guide)

Keys to Success

- **Activities such as Daily Safety Check**
- **Leadership involvement**
- **System-wide approach**
- **Clear understanding of patients' needs**