

Improving Delegation & Communication Between RNs and TPs

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Published In/Presented At

Mcdougall, A. Petragnani, M. Smilgis, S. (2019, August 9). *Improving Delegation & Communication Between RNs and TPs*. Poster Presented at: LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

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Background/Triggers

- Improper use of the 5 rights of delegation from RNs to assistive personnel
- Miscommunication causes errors in patient care
 - Blood glucose testing not being completed
 - Abnormal vital signs not being reported
 - Foley catheters removed prematurely
 - Morning and evening care not being completed
- Lack of communication between RNs and assistive personnel

PICO

For RNs and TPs on 6KS, 7KS and TPO, does a formal report using the 5 rights of delegation compared to no report, improve communication and delegation between nurses and technical partners?

- P: RNs and TPs on 6KS, 7KS and TPO
- I: Does a formal report using the 5 rights of delegation
- C: Compared to no report
- O: Improve communication and delegation between nurses and technical partners

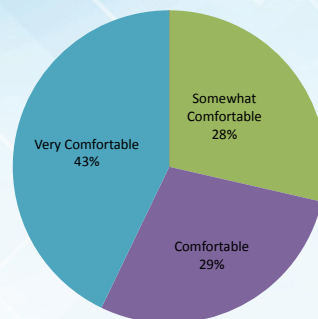
Evidence

- Improper communication and delegation has led to missed patient care.
- Involving assistive personnel in the delegation process has been seen to reduce errors in patient safety.
- Research shows that there is a lack of knowledge related to the 5 rights of delegation
- Proper education on delegation enhances communication thus improving patient care and satisfaction

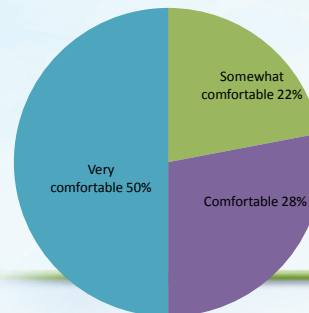
Implementation

- A pre-implementation survey for both RNs and TPs tailored to each discipline
- Education provided to RNs and TPs via a TLC module
- Observations to evaluate if delegation/report is being performed
- Post-implementation surveys provided to both RNs and TPs.

Level of comfort delegating (RNs) Pre-Education



Level of Comfort (RNs) Post Education



Outcome/Results

- After delegation, training and observation, the technical partners surveyed said they felt as though the nurses communicated well(3) on a scale of very poor(1) to very well(4). Overall both nurses and technical partners reported communication has improved.
- After education, nurses were able to identify delegation issues within the situations given with better accuracy.

Quality of communication perceived by RNs and TPs



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