

5th World NURSING AND NURSING CARE CONGRESS

March 11-12, 2019 Orlando, USA

Communication and civility workshop in healthcare and the effects on patient satisfaction and the work environment

Leah Lax

Creighton University, USA

Purpose: Numerous studies have shown that effective communication in the health care realm is vital to improving patient satisfaction scores, a healthier work environment, and patient safety and quality outcomes. The purpose of this project is to provide a program for staff on using civility when effectively communicating patient needs in the health care environment; then, evaluate their knowledge, patient satisfaction scores, and the work environment. A baseline survey, using the American Association of Critical Care Nurses's (AACN) Healthy Work Environment Assessment tool, the Nursing Incivility Scale, Hospital Consumer Assessment of Healthcare Providers and Systems (HCHAPS) scores, and a Class Evaluation Tool, which is evaluated using numbers 1-5 and, will be utilized to assess the current use of civility in communication, the workplace environment, and patient satisfaction scores

Background: Using civility in conversation and within the health care realm has been a relatively new topic in health care over the course of these past few years. Incivility and miscommunication have been linked to a decrease in patient satisfaction, higher nurse turnover rates, and an unhealthy work environment.

Methods: HCAHPS scores are pulled for the months of July, August, and September on an acute care unit in the hospital. An acute care unit with registered nurses, techs, and ancillary staff were asked to attend a 1.5 hour workshop related to civility and communication in health care. Following, participants utilized real life scenarios and role playing to apply civility in their conversations. A pre-and post-test using the AACN's Healthy Work Environment Assessment Tool, Nursing Incivility Scale, and Class Evaluation tool was utilized for measuring the educational outcomes of the workshop. The unit's HCHAPS scores were then pulled for evaluation both 1 month and 2 months after the workshop. In addition, the AACN's Healthy Work Environment assessment tool, the Class Evaluation Tool, and the Nursing Incivility Scale was given as an assessment of the working environment pre-and immediately post-workshop, 1-month post work shop, and 2 months post workshop to determine sustainability. Post communication workshop interviews were conducted amongst the staff for further evaluation of the course and staff experiences.

Biography

Leah Lax is currently a DNP student specializing in Clinical Systems Administration and graduating in May 2019 from Creighton University. She received my BSN at Creighton University in 2014 and She worked as a nurse in both the cardio thoracic progressive care units at Sarasota Memorial Hospital and at the University of Kansas Hospital. She has also worked on a medical surgical unit at Sarasota Memorial Hospital where She served as unit practice council chair, research council chair, and received Nurse of Excellence on my unit in 2017.

LeahLax@creighton.edu