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## **Supporting Caring Efficacy in Nurses through Standardization of Communication**

**Glenn D Pascual**

The Pennsylvania State University, USA

**Background:** Patient satisfaction scores are one of the measurements of performance and quality of care. Hospitals are facing up to two percent reward or penalty of their total Medicare reimbursement based on the results of clinical processes and patient experience measures.

**Local Problem:** The staff addressed the lack of standardized care experience behaviors to facilitate and enhance nurse communication.

**Methods:** Lewin's change theory is the theoretical framework used for this project. Intervention: Behavior standards were developed and implemented on a 50 bed medical-surgical unit from August 25 to November 25, 2020, to support caring efficacy in nurses through standardization of communication.

**Results:** Forty-eight nurses participated in this quality improvement project. A statistically significant difference was found between the pre-and post-Caring Efficacy Scale (CES) scores after the implementation of the behavior standard  $sp < .0001$  ( $p = 3.8475E-10$ ).

**Conclusion:** The use of standardized behavior standards was an effective intervention to improve the nursing communication process. The intervention can be easily replicated and sustained in a strategic care experience program, while ensuring better patient outcomes and strategically improving nurse and patient satisfaction.

**Key Words:** Behavior Standards; HCAHPS Scores; Nursing Communication; Patient Satisfaction

### **Recent Publications**

1. Allenbaugh J, Corbelli J, Rack L, Rubio D, Spagnoletti C. A brief communication curriculum improves resident and nurse communication skills and patient satisfaction. *Journal of General Internal Medicine*. 2019;34(7):1167-1173. doi.org/10.1007/s11606-019-04951-6
2. Aviles Gonzalez CI, Galletta M, Melis P, Contu P, Watson J, Finco G, Jimenez Herrera MF. Cultural adaptation and psychometric validation of the caring efficacy scale in a sample of Italian nurses. *PloS One*. 2019;14(5):e0217106. doi:10.1371/journal.pone.0217106
3. Bansal M, Abdallah A, Pennisi A, Arnaoutakis K, Makhoul I, Mehta P. Improving communication on intent of chemotherapy using QOPI scores and PDSA cycles. *Journal of Cancer Education*. 2016; 31(4):736-741. doi.org/10.1007/s13187-015-0897-x

### **Biography**

Glenn D. Pascual is a Healthcare Leader and Internationally Published Author. He works as a Director of Operations, Critical Care Services, Business Strategy and Care Experience at Kaiser Permanente.