Dialysis Facility Staff Member Communication Audits: Instructions for Patients

Effective communication between staff members and patients is very important in the dialysis facility. You can help monitor staff member communication practices to ensure that the patient experience of care is a positive one by completing a *Patient Audit Tool*.

How to Complete the Audit Tool

1. At the top of the *Patient Audit Tool*, enter the date and your dialysis start time. Circle the day and shift of the treatment. **You do not need to include your name.**
2. Review the **Staff Opportunities for Communication** in the left-hand column. For additional information on these items, please see the back side of the *Patient Audit Tool*.
3. Enter a check mark for each opportunity in the "Yes" or "No" column to indicate if that communication occurred or not.
    a. Even if you marked "Yes" or "No" for the opportunity, please describe your experience in the column on the right so that the facility can best understand what is going well and what could be improved**.**
4. As you are working with staff members, enter the letters that correspond to the staff members' type. (For example, N = Nurse or T = Technician.)
5. After your dialysis treatment has ended, give the completed *Patient Audit Tool* to the staff member listed on the bottom of the page.

Please do not speak to staff members about missed opportunities.

Questions? Talk to your facility social worker or management.

Thank you so much for your time and effort with this activity to improve communication by staff members with patients.

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