Dialysis Facility Staff Member Communication Audits: Implementation Instructions

Background

The *Dialysis Facility Staff Member Communication Audits* are intended to help the facility improve staff member communication with patients. The audits are to be completed by patients and outline several opportunities for staff members to communicate with patients throughout their treatment.

Patients will note whether the staff members took the opportunity to communicate with them and can add notes to help explain what their experience was like. The goal is to help staff members see things through their patient's eyes and ultimately improve communication with their patients and their overall experience of care at the facility.

How to Implement the Dialysis Facility Staff Member Communication Audits

- Provide copies of the *Patient Audit Tool*, a *Patient Audit Tool Sample,* and the *Audit Instructions* to patients to complete on the following schedule:
  - Select one patient on every shift, each day for _____ days.
  - Select one patient per day and change the shifts each day for ___ days.
  - Other: _____
- Continue the intervention throughout the audit period.
- Collect the completed audit after the patient's treatment is finished each day.
  - To ensure that patients feel comfortable submitting audits, the Network recommends hanging a large envelope near the nurse's station where patients can place the completed audits without fear of reprisal.
  - Please respect patient privacy.
  - The audits are designed to help make improvements and are not to be used for disciplinary actions against staff member or patients.
- Review the completed audits daily to monitor improvements or identify areas for further enhancements.
- Provide additional staff members with education to address audit results.
- Review a summary of the audit results and next steps during the facility's monthly Quality Assessment and Performance Improvement (QAPI) meeting.