

## **CMO CORNER BY DIVYA JOSHI, MD, CMO COMMUNICATION BOARDS PROMOTE EASY AND CLEAR COMMUNICATION BETWEEN FAMILIES AND CARE TEAMS**

In an effort to improve communication between patient, families and their care teams, Miller Children's & Women's Hospital Long Beach began implementing the use of communication boards throughout the hospital. With the help of this new tool, care teams will be able to engage patients in their care and effectively communicate each step of the treatment process.

### **WHAT IS A COMMUNICATION BOARD?**

In patient rooms throughout Miller Children's, patients and families will see whiteboards in a visible area of the room, which contain vital information about their diagnosis and care.

### **THE COMMUNICATION BOARDS INCLUDE:**

- Patient name/nickname
- Care team member names (nurse, patient care associate, doctor, therapist, etc.)
- Preferred language
- Daily goals
- Daily schedule for medications, therapies and treatments
- Anticipated discharge date
- Pain level of the patient

### **PATIENT-CENTERED FOCUS**

The goal of the communication boards is to keep communication open and constant between care teams and their patients. After doing their daily rounding and creating a care plan for each patient, a member of the patient's care team will fill out the board with their new daily goals and add any new information relevant to the patient's care. These goals vary depending on each individual diagnosis, but can include walking a certain distance or having their IV taken out.

The patient will be able to see their scheduled care for the day, which lets them know when they are due for any testing, procedures or therapy visits. There is a section on the board for families to write notes on the patient's care or ask any questions throughout their time in the hospital.

### **KEEPING CARE TEAMS ACCOUNTABLE**

In order to keep patient satisfaction high and provide the best possible care, the communication boards were designed to not only communicate daily and overall goals, but keep track of various milestones throughout the day.

Care team members are required to do hourly rounding to try and meet the needs and expectations of each individual patient. While rounding they look at the board and check for notes or changes to a patient's pain assessment score, which lists the acceptable level of pain for each patient and lists the amount of times a patient was treated for their pain.

Source: MemorialCare Miller Children's & Women's Hospital Long Beach  
2801 Atlantic Ave., Long Beach, CA 90806  
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## THE ROAD HOME

Patients who are in the hospital for extended periods can expect to see changes on the communication board that will reflect the necessary actions for their discharge or their “road home.” This section is a visualization of goals that need to be met in order for them to go home.

For example, patients with respiratory illnesses may be required to breathe without added oxygen for a certain amount of hours before they can go home.

Miller Children’s strives to provide open communication between patients, families and their care team. The communication boards ensure that the patients and families receive all of the education necessary to understand the treatment process in the hospital and are prepared to go home.



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### CMO Corner by Divya Joshi, MD, CMO

#### Communication Boards Promote Easy and Clear Communication Between Families and Care Teams

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