PATIENT COMMUNICATION BOARDS

AN EASY WAY TO IMPROVE COMMUNICATION, SAFETY AND PATIENT EXPERIENCE

IMPLEMENT COMMUNICATION BOARDS

61% of sentinel events identified communication failures as a root cause¹



Start in one department.

Place communication boards in clear view of patients.

Buy and fasten erasable pens to the communication board.

Create an audit system to track board usage by staff.

STAYING ON TRACK: EASY AS 1-2-3°



Use a consistent template.



Hold nurses responsible for content updates.



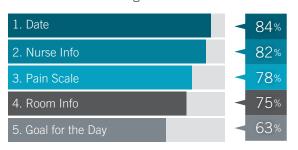
Ensure dry-erase pens are readily available.

BEST PRACTICES

Our 40 Top Patient Communication Board Customers

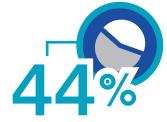
Top Content Fields by Use

% of Customers Using Content Field



Top Departments by Use

- 1 Inpatient Rooms
- 2 Labor / Delivery
- 3 Pediatrics
- 4 Surgery
- 5 Emergency Room



of our customers have boards in more than one language.

de nuestros clientes tienen juntas en más de un idioma.



Hospitals that follow these best practices improve:

Communication

✓Teamwork

◆Patient Satisfaction



To learn more about improving safety and patient experience, visit www.standardregister.com/communication-boards.

¹The Joint Commission: Sentinel Event Data, Root Causes by Event Type, 2004-2013.

Available at:http://www.jointcommission.org/assets/1/18/Root_Causes_by_Event_Type_2004-202013.pdf. Accessed June 2014.

²Sehgal NL, Green A, Vidyarthi AR, Blegen MA, Wachter RM. Patient whiteboards as a communication tool in the hospital setting: a survey of practices and recommendations. *J Hosp Med*. 2010;5(4):234-9.





