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Recommended Citation

Marshall, Nikki and Daugherty, Misty, "A Standardized Approach to Enhance Communication and Collaboration Between Bedside Nurses and Medical Residents" (2023). 2023. 2.

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A Standardized Approach to Enhance Communication and Collaboration Between Bedside Nurses and Medical Residents

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BACKGROUND

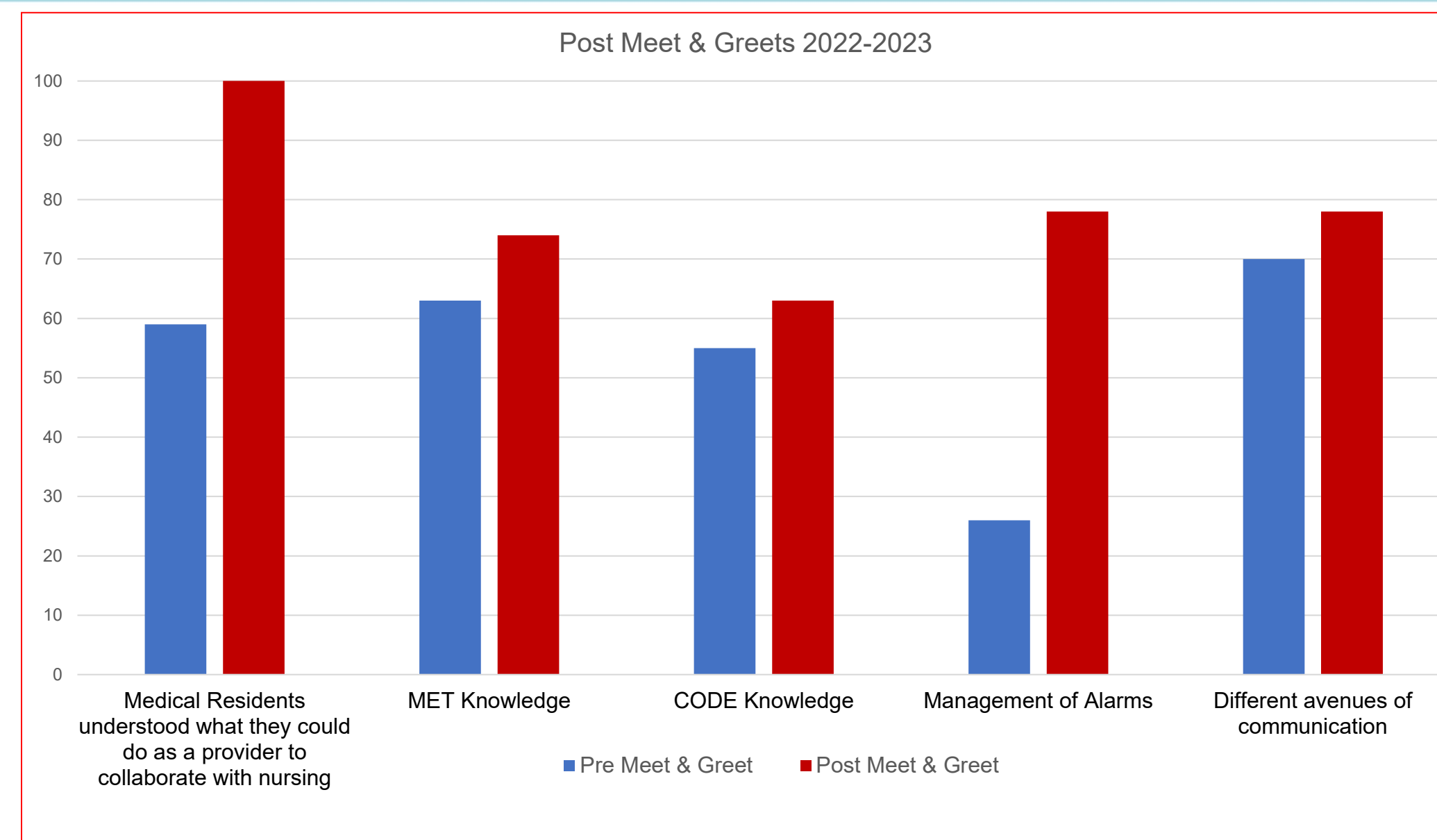
- Studies have shown that effective communication between nurses and physicians increase positive patient outcomes, reduce medical errors, and increase understanding of each clinical role (Amudha et al., 2018).
- The medical residents identified the following barriers:
 - Lack of understanding on how to collaborate with nursing
 - Lack of confidence when notified of a patient concern by nursing
 - Not aware of the multiple avenues of communication available

METHODS

- Surveys were utilized to identify knowledge deficits and barriers the medical residents encountered during their rotations on the acute care inpatient units.
- A standardized presentation titled, "Meet and Greet," was created by nurses for medical residents.
- The presentation contains standard hospital information, unit specific education, and information on how to collaborate with nurses.
- This information is presented on the second day of the resident's rotation each time the resident moves to a new unit.
- Each unit has a group of nurses managing their "Meet and Greet."

RESULTS

- Through surveys and post "Meet & Greet" questionnaires, residents verbalized a better understanding of how they can communicate with nurses and were more confident in responding to calls concerning patients.
- The "Meet and Greet" nurses became recognized and trusted faces on the unit and resources for the residents during their rotation.
- The residents felt their communication skills with nurses had increased and subsequently enhanced their collaboration.



Standard Hospital
Information



Unit Specific Slides
Example



NEXT STEPS

- Expand program into other areas of the hospital that have rotating medical residents (Peri-Op Services, Emergency Department, and night shift coverage)
- Increase the number of "Meet & Greet" nurses on each unit allowing for optimal coverage during block rotations