CommQuest: Focus Group Results Education Curriculum

Presented By:

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Purpose

- Develop an understanding of physicians and nurses' perspective of effective/ineffective communication resulting in a positive patient outcome.
Methods

- Irving and Grapevine – test sites
- Conducted interviews and focus group
- 1= focus group (nurse x 6)
- 1:1 MD interviews x 3
- 1:1 or 1:2 Nurse interviews x 4
Interview and Focus Group Questions

- Developed from literature review
- Informed consent obtained
- Interviews lasted 1 to 2 hours
- All questions were open ended
Focus Group Questions (subgrouped)

- Scenarios – share a personal experience of MD/Nurse communication
- Pearls/Wisdom – strategies used to improve MD/Nurse communication
- Pitfalls – what make communication challenging
Interview Focus Group Findings

- Audiotaped Interviews
- Transcribed by expert
- Thematic analysis
# Key Findings

<table>
<thead>
<tr>
<th>Descriptive Themes Emerged (as is)</th>
<th>Prescriptive themes emerged (should be)</th>
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<tbody>
<tr>
<td>1. Lack of respect between nurses and physicians</td>
<td>1. Physician: Crew-centric and patient-centered communication</td>
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<td>2. Experiencing excessive miscommunication, such as: • Clarification of physician orders • Language barriers • Generational differences</td>
<td>2. Physician: perspective sharing</td>
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<td>3. Nurse: Perspective sharing</td>
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<td>4. Nurse: assertive language</td>
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<td>5. Nurse: chain of resolution</td>
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<td>6. Nurse: build rapport and relationship</td>
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Theoretical Support

- Common ground theory
- Theory of planned behavior
- Adult learning theory
- Crew-centered communication
- Cross-cultural communication
Curriculum Version #1
Mary Lou Bond, PhD, RN, CNE (UTA)

Objectives:

1. Demonstrate understanding of the consequences of lack of positive communication and collaboration between physicians and nurses

2. Identify common problems in physician nurse communication and collaboration

3. Discuss personal and professional factors leading to lack of understanding between physicians and nurses

4. Identify agency/institutional practices that have an impact on physician nurse communication and collaboration.

5. Develop approaches to facilitation of communication/collaboration between physicians and nurses
Overlay of Thematic Analysis and Curriculum

- Workgroup sessions to narrow focus
- Frequently encountered situations
- Application to gaming
Objectives:

1. Demonstrate understanding of the consequences of lack of positive communication and collaboration between physicians and nurses

2. Identify common causes of poor physician-nurse communication

3. Develop approaches to enhancing physician-nurse communication
Kick off to the gaming Masters