Promoting Clear, Concise Communication (3C) with Patients and Families

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Background
- In February 2013, a quality improvement project was initiated - "3C Campaign," (clear, concise communication) - in the Emergency Department (ED)
- To improve communication with adolescent/adult patients and parents

Purpose
- Improvement science questionnaire and staff evaluation

Setting
- A free standing urban academic quaternary children’s hospital in the Northeast
- The Level I trauma center has ~90,000 visits annually

Methods
3C Tool
- The 3C tool is a 4 question questionnaire validated for patient/parent voluntary completion during ED encounter
- The tool focuses on patient/parent ‘worry’, information they would like, and expectations of the visit
- The average daily completion rate is approximately 27%

3C Tool Evaluation
- A random sample of completed tools (132) from April – July 2013 were selected for evaluation
- Tools were sorted into 8 categories based on parental reason for ED visit
- Data were further coded by identified themes
- In some instances, responses met criteria for multiple themes
- Responses were summarized and stratified by category

3C Provider Feedback
- Ten months post implementation of 3C, a 7 question electronic survey was sent to ED nurses (85) and physicians (80)
- To understand provider perspectives on how the 3C tool influenced the care delivery process
- Response rate: 40%

Boston Children’s Hospital Emergency Services

Conclusions
- The use of the 3C tool revealed a variation in patient/parent ‘worry’
- Patients/parents consistently reported need for information/anticipatory guidance which also varied in nature
- ED staff perceived the 3C tool as useful in identifying patient/parent concern and teaching needs

RN MD
Caused a change to plan of care 9.1% 20.7%
Brought up a concern that wouldn’t have come up 63.6% 98.2%
Need for more teaching/reassurance 72.7% 62.1%
Encouraged enhanced communication between disciplines 45.5% 31%
Discovered a non-clinical concern (i.e. language barrier, illiteracy, etc.) 27.3% 27.8%

3C Provider Feedback
- Believed the 3C form adds value to the care delivery process and your approach to providing patient-centered care

- In what way(s) has the use of the 3C form added value to the care delivery process and your approach to providing patient-centered care?
  - RN
  - MD

<table>
<thead>
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Overall Results

4. Tell us what specific test or treatment you think is needed.

In addition to these codes, 100% of the concerns were also coded as physical.