

**Title:**

A Guide to Nurse Provider Collaboration

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**Session Title:**

Skills to Improve Communication

**Slot:**

O 04: Monday, 19 September 2016: 4:45 PM-5:30 PM

**Scheduled Time:**

4:45 PM

**Purpose:**

The purpose of this presentation was to create, implement, and evaluate a resource toolkit of best practices that will include tools, tips, and techniques to improve communication and collaboration, between nurses and providers.

**Keywords:**

Collaboration, Communication and Nursing Satisfaction

**References:**

American Nurses Association (2013). Communication, collaboration, and you: Tools, tips, and techniques for nursing practice. Silver Spring, MD: American Nurses Association. Clark, R., & Greenawald, M. (2013). Nurse-physician leadership insights into interprofessional collaboration. *The Journal of Nursing Administration*, 43(12), 653-659. Nair, D., Fitzpatrick, J., McNulty, R., Click, E., & Glemboki, M. (2012). Frequency of nurse-physician collaborative behaviors in an acute care hospital. *Journal of Interprofessional Care*, 26(2), 115-120.

**Abstract Summary:**

The objective is to create communication and collaboration strategies between nurses and providers that will result in improved nurse satisfaction and reduced medical errors. The scope is to create a toolkit of best practices, provide a copy of the toolkit, and educate both nursing and provider leaders in best practices for optimal communication and collaboration.

**Learning Activity:**

LEARNING OBJECTIVES	EXPANDED CONTENT OUTLINE
Evaluate current practices/data throughout a health system related to medical staff and clinical staff collaboration.	A review of a health systems Natinoal Database of Nursing Quality Indicators (NDNQI) survey results along with root cause analysis that were reported in the systems safety reporting system will be discussed.
Analyze a comprehensive program of best practices and resources that will enhance medical staff and clinical staff relationships.	A review of a toolkit of best practices based on (The Advisory Board Company, 2006) research titled "The Case for Strengthening Nurse-Provider Relations." The toolkit was created to increase nurse satisfaction and decrease medical errors.

Demonstrate understanding of leadership behaviors that will foster innovative collaborative relationships between nursing and providers.	Using quantitative measures of assessment the measures of satisfaction and safety reporting can be used to measure success of the tools in the toolkit.
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**Abstract Text:**

The American Nurses Association (2013) describes how effective collaboration in health care is associated with numerous positive outcomes. For example successful collaboration can be linked to an increase in job satisfaction (Nair et al., 2012). On the other hand, The Joint Commission (2013) found that communication issues were among the top reason for death related to a delay in treatment, and identified communication issues as the third highest root cause of sentinel events.

There were many resources identified including the American Nurses Association, The Joint Commission, and The Institute of Medicine. All the literature reviewed described how effective communication between providers and nurses leads to positive measurable outcomes, including decreased mortality in patients served, as well as improved morale for nursing staff. Despite this, evidence suggests that physicians and other members of the healthcare team assign primary responsibility for patient safety to nurses; however, only an estimated eight percent of physicians recognize nurses as part of the decision-making team (Greene, 2002).

Smith (2004) describes research that demonstrated the importance of a healthy nurse-physician relationship on nurse outcomes and patient outcomes. When nurses are able to demonstrate their contributions to physicians it helps to position nursing as intellectual peers, thus helping to create a partnership with demonstrated patient outcomes. Moreover, behavior expectations and communication standards, which help to set clear expectations in building a collaborative work environment, also have significant influence on nurses overall perceptions of their work experience (The Advisory Board, n.d.).

When providers and nurses work in a more collaborative environment and when adopting a partnership between the two professions, overall morale and satisfaction can be improved. Improved patient outcomes may include decreased length of stay, decreased mortality, and improved patient satisfaction (Kupperschmidt, Kientz, Ward, and Reinholz, 2010). Improved communication fosters trust and mutual respect that enhances patient outcomes. To insure success nurses must be valued and committed partners. As identified in the 2013 NDNQI survey, nurses scored the collegial nurse-physician subscale at 2.9, which was below the database mean of 3.1. In addition, communication failures in 2013 and 2014 were one of the most frequently reported processes. This data could indicate there is opportunity for nurses and physician/providers to improve communication and collaboration. To fulfill their role as advocates, nurses must be involved in making decisions about patient care (American Nurses Association, 2001).

The American Association of Critical Care Nurses (2005) describes how organizations have successfully implemented professional care models to attract and retain nurses. These models foster responsibility and respect through authoritative care models that supports autonomous practice. Continuing education, specialty certification, and participation in professional organizations are valuable for life-long learning opportunities in nursing. When nurses are empowered through knowledge, the nurse and the provider become aligned in a collegial, respectful, and problem solving partnership.

Another factor identified in the literature is that communication is necessary and should be a high priority for both nurses and physicians. In addition, the need for the healthcare team to have frequent and skilled communication is necessary to facilitate integration of care. Integration of care between the nurse and providers is critical for optimal outcomes (The American Association of Critical Care Nurses, 2005). The creation of a resource toolkit will enhance system knowledge and skills needed to improve communication and collaboration. This education will assist in creating a sustained culture of

collaboration with the goal of improved patient outcomes. A culture of safety requires all members of the healthcare team to develop professional communication skills (The Joint Commission, 2002).

In short, effective collaborative communication has a number of direct and indirect influences on patient care. The goal is to relinquish hierarchies and miscommunication resulting in a better collaborative practice setting around patient care. Through the use of highly integrated teams patient safety is improved and satisfaction in the professional practice setting (mainly nurse and provider) can be improved (Olenick, Allen, & Smego, 2010).