

# Bridging the Communication Gap

## DESCRIPTION

Current research indicates that ineffective communication among health care professionals is one of the leading causes of medical errors and patient harm. Learn from a Pharmacist & Nurse about how they've been able to bridge this communication gap and improve patient outcomes. Pharmacists tend to be very detail oriented and use many words to make a point and then cite their references. Nurses tend to be quick and to the point in a busy, fast-paced environment and want the high level details and less words. The number of recommendations from Pharmacist to Nurse can be paralyzing. So how can nurses communicate and collaborate with pharmacists and other clinicians to help meet their quality goals and improve safety in an efficient manner?

Pharmacists, Physicians, and Nurses often work alongside one another rather than with each other. In this session, this dynamic nurse/pharmacist duo will share case study examples that prove when collaboration occurs, the professional groups engage in proactive communication, resulting in reduction in med errors, prevention of hospitalizations or adverse drug events with high risk meds. They will demonstrate how improved interdisciplinary teamwork breaks down the communication barriers so the teams can see how meds impact survey tags, how to prioritize pharmacist recommendations for appropriate administration, and how sharing QM/Casper data can point pharmacist reviews in the direction where nursing needs the most focus.

## LEARNING OBJECTIVES

1. Communicate & collaborate to help meet quality goals and improve safety in an efficient manner.
2. Implement proven best practices for proactive communication, resulting in reduction in med errors, prevention of hospitalizations or adverse drug events with high risk meds.
3. Operationalize interdisciplinary teamwork to break down the communication barriers so the teams can see how meds impact survey tags, how to prioritize pharmacist recommendations for appropriate administration, and how sharing QM/Casper data can point pharmacist reviews in the direction where nursing needs the most focus.