

BACKGROUND

St. Francis Xavier Hospital, located in Assin Foso, recently upgraded to a secondary-level status. This upgrade necessitated improvements in healthcare quality through focused training on effective communication, leadership, and management to ensure that staff are well-prepared to meet the increased demands and provide the highest quality of care to patients.

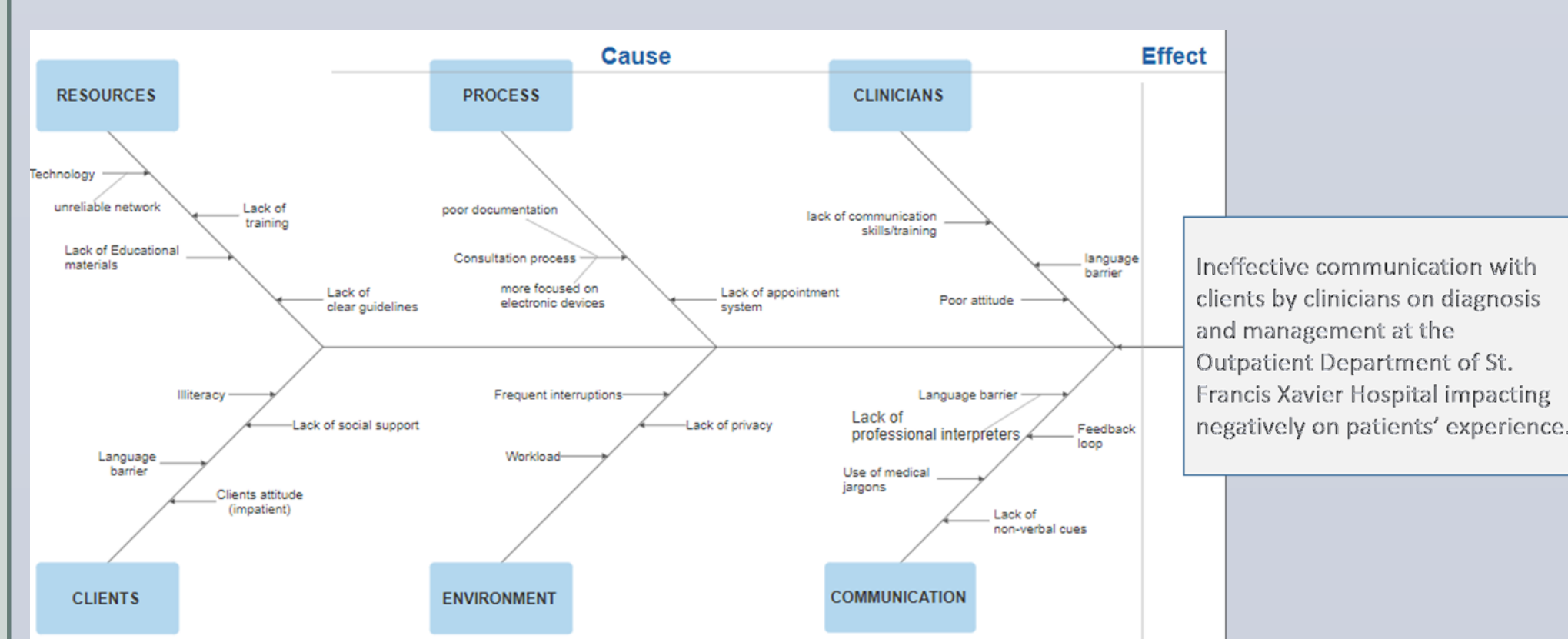
PROBLEM STATEMENT

Ineffective communication with clients by clinicians on diagnosis and management plans at the Outpatient Department of St. Francis Xavier Hospital impacts negatively on patients' experience.

AIM STATEMENT

To enhance communication at St. Francis Xavier Hospital's Outpatient Department, aiming to improve patient satisfaction and understanding of their diagnosis and management plans by June 2024.

A FISHBONE DIAGRAM



RESULTS

Training Sessions:

- Conducted a comprehensive four-day training on Healthcare Communication, Leadership, and Management from 6th May to 9th May 2024. Facilitated by Dr. Mark Mantey and Mr. Isaac Arthur, with presentations by Mr. Dick Keely.
- Target audience: All Clinicians, All In-charges, and two additional senior staff from every unit.

Training of Staff

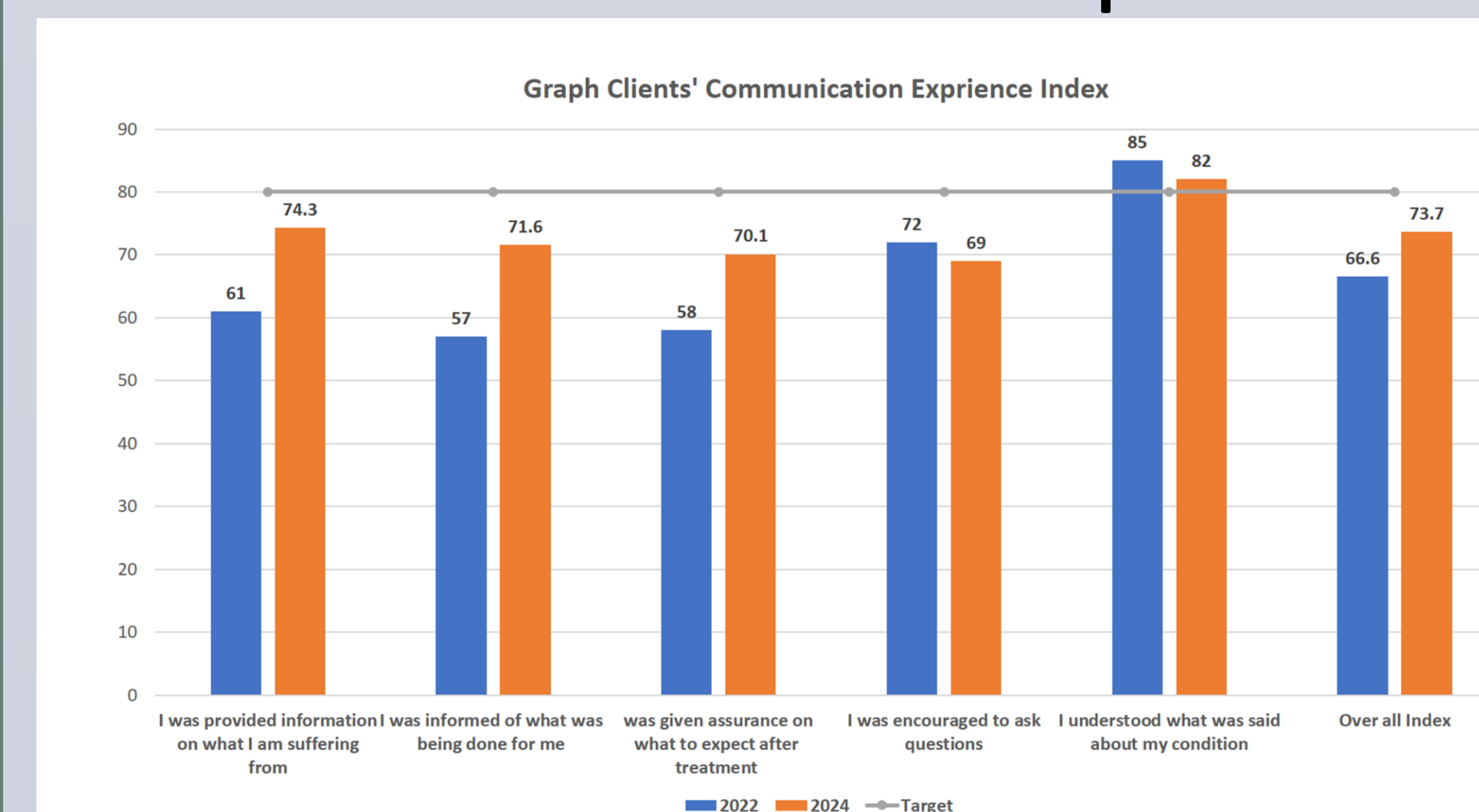


Educational session at the OPD

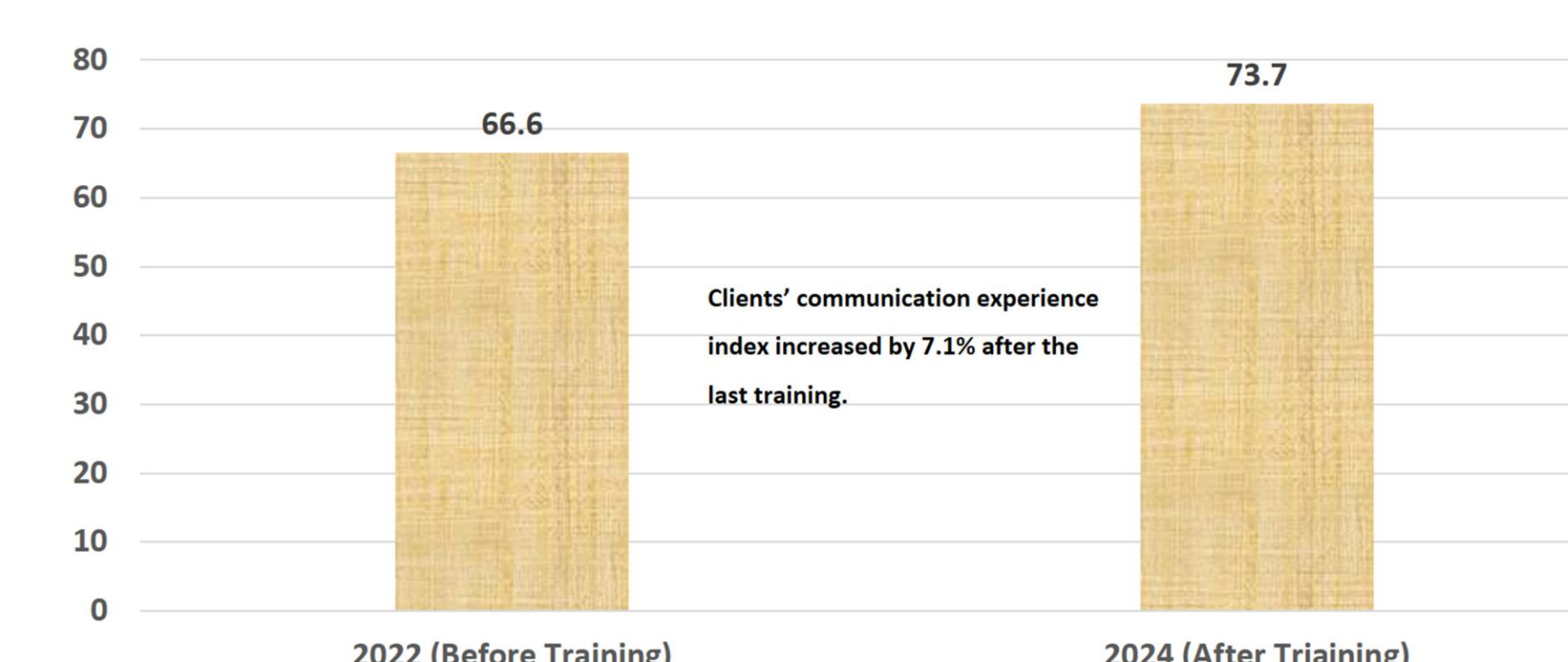


Client Communication Experience Index:

- Survey result: 73.7% (3.7 on the Likert scale) compared to 66.6% (3.2) in 2022, showing a 7.1% increase in clients' communication experience index.



GRAPH OF CLIENTS' COMMUNICATION EXPERIENCE OVERALL INDEX (%)



DISCUSSION

- Training clinicians in effective communication significantly improved patient satisfaction and understanding of their care plans.
- Development and implementation of communication protocols provided a standardized approach, ensuring consistency in interactions.
- Providing educational materials to clients enhanced their engagement and comprehension.

NEXT STEPS AND SUSTAINABILITY

- Continue bi-monthly training sessions to reinforce communication skills.
- Monitor and evaluate the impact of communication protocols regularly.
- Expand the project to other departments within the hospital.
- Ensure sustainability by integrating communication training into the orientation program for new clinicians.
- All In-charges and senior staff were trained on quality improvement projects.
- League table to be shown during major events.
- Ongoing supports to all departments on their projects.

CONTACT INFORMATION

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