

# Improving multi-disciplinary communication on surgical wards: The effect of implementing daily whiteboard meetings



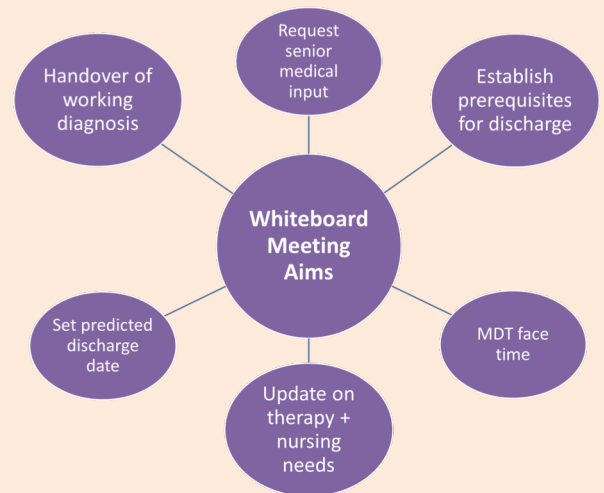
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## Introduction

- Inpatient journey often involves contact with many members of the multidisciplinary team (MDT)
- Individual teams often work in silos
- This can lead to poor communication and lack of joined up care across the MDT
- Large number of surgical teams at hospital
- We aimed to improve interdisciplinary awareness and collaboration amongst the MDT
- This project is part of a wider initiative at our hospital to improve the discharge pathway for surgical patients

## What did we do?

- Introduced a daily Consultant Geriatrician-led multidisciplinary 'whiteboard' meeting
- Focussed on handover of working diagnosis, therapy needs and prerequisites for discharge
- Questionnaire to identify perceptions of the MDT and gain feedback
- Brief educational interventions for junior doctors and developed a proforma to streamline meetings



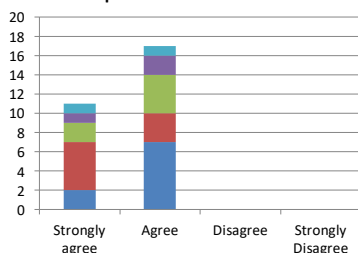
## Proforma questions

- What is the diagnosis and plan?
- What is the predicted discharge date?
- What needs to be done and by whom?
- Is the discharge summary/TTA done?

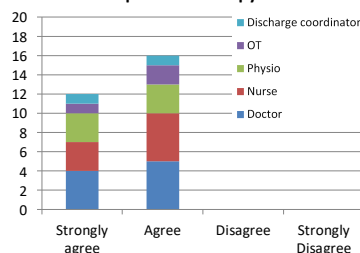
## MDT perceptions on whiteboard meetings

- All staff found it useful: it enhanced shared working
- Initially staff found meetings to take too long and lacked structure
- Doctors and therapists wanted more information on nursing care including medication concordance, bladder and bowels and oral intake
- Staff felt that it mitigated for nurses not being present on ward rounds
- Staff felt more aware of who was responsible for each aspect of a patient's care

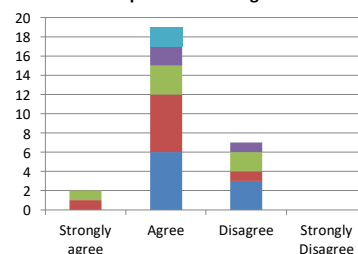
The meeting covers enough details on the patients' medical conditions



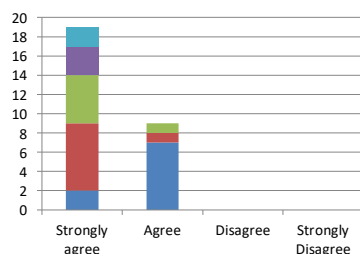
The meeting covers enough details on the patients' therapy needs



The meeting covers enough details on the patients' nursing needs



Overall the meeting is useful



## Discussion

- Engagement in whiteboard meetings was good
- It improved communication within the MDT
- Sticking to the four-question pro forma enabled the group to be focused, streamlining meetings
- The pro forma assisted with quality documentation
- The team appeared more cohesive, with an early focus on discharge planning
- It is likely that the quality of whiteboard meetings will change as new rotations of staff come in

## What next?

- Re-evaluation with questionnaires
- Brief educational intervention for each new junior doctor cohort
- Continue to engage colleagues across the MDT
- Ensure sustainability in the face of high staff turnover
- Learn from similar meetings in other departments