In this study, we aim to identify and streamline the preferred method of communication among Registered Nurses (RNs) and clinicians (MDs, medical residents and physician assistants). The efficient transfer of information between healthcare providers is vital in all aspects of patient care, and the method of exchange is important. Interdisciplinary collaboration and communication can be challenging due to the individual teams that often work in silos. This results in infrequent face-to-face communication and increased use and reliance on electronic tools.

Providers at New York Presbyterian - The Allen Hospital (NYP Allen) utilize multiple devices in order to stay connected:
- Telephone
- One way pager
- Care Widget - one way messaging technology embedded in the electronic medical record, and
- Mobile Heart Beat (MHB) - two way secure texting and voice smartphone technology embedded in the electronic medical record.

The pilot study was conducted over a one month period at NYP Allen hospital, in the spring of 2018. This study included two medical surgical units - 2 Field West and 2 Field East.

The study questionnaire was developed by a workgroup of RNs and clinicians.

A convenience sample of RNs and clinicians completed an anonymous questionnaire which assessed communication style, preference and perception.

The preferred method of communicating did not significantly differ from the actual way in which it is currently done (data not shown).

Both RNs and clinicians agreed that a phone call to the MD is warranted if there is no response from the MD after three or more text messages have been sent and 15 minutes has elapsed.

Przybylo et al. found text messaging was perceived to be more efficient than paging and Wu et al. found two way messaging among providers not only improved communication, but also increased efficiency, accountability, timeliness and collaboration. The dual features of MHB makes it a valuable communication tool with great potential.

The majority, 48%, of RNs were 25 - 34 years of age, only 11% were males and over 60% worked at NYP Allen 10 or more years.

Similarly, 47% of clinicians were aged 25 - 34 years, 68% were females, and over 77% have worked at NYP Allen 10 or more years.

A special thank you to the 2FW & 2FE nurses, MDs, residents and PAs for completing the survey. We are grateful to Courtney Balsam, MSN, RN-BC and Jihan Asante, MPA, RN, NEA-BC for their continued encouragement and support.

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References

Acknowledgements

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