

Communication Conundrum CQI Scenario 6

You have identified communication problems related to the identification and treatment of acute infections. Signs and symptoms of infections are not always recognized, documented, and reported in a timely manner. These communication failures are resulting in a delay in treatment.

1. What are the steps and who is involved in the effective identification and reporting of signs and symptoms of infection?
2. How could you further pinpoint the cause of the communication breakdown within your facility?
3. What corrective action could you implement for this problem?
Develop a plan in order of priority.
4. What record keeping do you need to maintain?
5. How would you monitor the effectiveness of the corrective action?
6. What education should be provided to the staff and residents?
7. What outside resources are available to help you with this challenge?