

# Communication Best Practice

## Lists/Dot Points

more than twice as many people will read a paragraph if sentences are replaced with a list or dot points

## Writing Complexity

grade level 8; 50% of adults can read at this level

## Graphics

increases recall up to 800%

## Labor & Delivery—Assessment and Monitoring



The Talk

As our care begins, the clinician and patient should talk—discussing:

- what normally happens during labor and delivery
- how we will monitor the baby's health

First Assessment



During the first assessment, the clinician (or someone appointed by the clinician) should do 3 things:

1. Evaluate the patient
2. Write a note explaining anything important
3. Write the orders showing how we will treat this patient

**2:00:00**

This first assessment should happen within 2 hours.  
The 2 hours begins when the patient first arrives at Labor & Delivery.

Delaying the First Assessment



Sometimes the first assessment can be delayed beyond the first 2 hours.  
The first assessment can be delayed if the patient is:

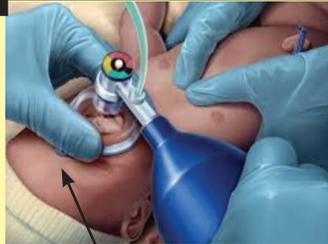
- not in active labor and
- low risk

## Verdana Font

easiest font to read online

## Line Length

3½ inches best length for accurate reading



Don't Delay the 1<sup>st</sup> Assessment Unless You Could Check All Six Boxes

Low Risk Means You Could Check All 6 Boxes		
<input type="checkbox"/>	baby's age	Gestation is between 37 and 41 weeks.
<input type="checkbox"/>	mother's weight	Appropriate weight considering the gestational age.
<input type="checkbox"/>	fetal monitoring	Category I electronic fetal monitoring strip on the mother during admission... or Auscultation with a good result.  With auscultation, the clinician regularly listens to the fetal heartbeat with a special stethoscope or some other instrument.  If the mother refuses the electronic fetal monitoring, the clinician can use the auscultation. However, the clinician must write a note documenting the good auscultation result.
<input type="checkbox"/>	meconium	There is no moderate or thick meconium. Moderate or thick meconium is a problem. Only check the box if the meconium, baby's feces, is NOT moderate or thick.
<input type="checkbox"/>	vertex presentation	Baby is head down in the birth canal.
<input type="checkbox"/>	no complication	There are no medical or obstetrical complications.

## Disturbing Photo

fear-appeal photo makes it 50% more likely employees will follow the policy

When the Delay Must End



If any of these things happen:

- a risk factor appears
- patient begins active labor
- patient requests pain medication



Stop the Delay—Begin 1<sup>st</sup> Assessment

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## Empty Space

adding even small amounts of empty space around text increases comprehension by 20%

## Document Control

conforms to most international standards (e.g. OHSAS 18001)

## Color

increases time spent looking at page by 21%