

Improving Communication of Continuous Renal Replacement Therapy Information

Susonna Guimond, RN, MSN¹; Karla Mae Cortes, RN, BSN¹; Ofelia Biagan, RN, BSN¹
¹Keck Medical Center of USC



Background

- Continuous Renal Replacement Therapy (CRRT) in this organization was a specialized nursing skill with less than 40 nurses trained each year
- Increasing nurse attrition in all seven critical care units negatively impacted CRRT nurse staffing, prompting an organizational mandate of large-scale CRRT training for all critical care nurses
- Expansion of the CRRT workforce led to a gap in communication regarding CRRT-specific practices

Purpose

To identify and implement an effective communication approach for CRRT related updates

Methods

Practice Update Flyers

- Developed from CRRT nurse queries, as well as Clinical Nurse Specialist and Physician discussions
- Highlighted CRRT changes, practice concerns, and improvement opportunities
- Distributed to critical care units, shared in unit huddles, emailed to staff, and posted on units

CRRT Fair

- Coordinated/hosted by CRRT Council
- Learning methods included game-based learning, hands-on demonstrations, and open discussions

Description and Outcomes

- Traditional informal approaches to communication with a small group were less effective when attempted with the larger group
- CRRT nurses needed consistent and reliable information easily, be it through practice update flyers, emails, or learning events

Nurses Surveyed Before Updates to Communication Approach

Nurses Surveyed After Updates to Communication Approach

77.1% inconsistently received CRRT practice updates in huddle

88.5% received CRRT practice updates viewing the dedicated CRRT updates on poster board

11.4% received information from a colleague

11.4% viewed updates sent via email

11.4% said there were no updates given

All nurses stated they consistently receive updated information about CRRT practice changes or opportunities

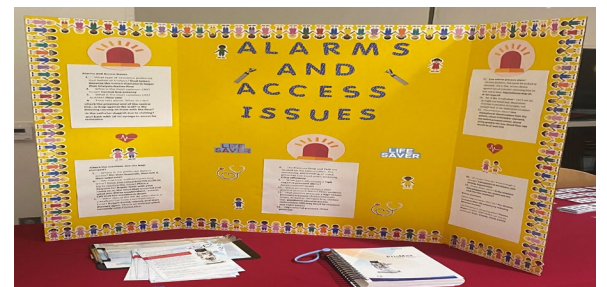
The CRRT Fair was attended by 109 CRRT RNs with 100% participating in all activities.

Evaluation

- Gaps in communication could lead to practice errors and non-traditional strategies may be effective in improving communication

Implications

- Growing CRRT programs should explore ways to effectively communicate practice changes
- Nurses may perform CRRT more efficiently with easily accessible information



CRRT Updates on Poster Board

CRRT Machines

CRRT Quality Council

CRRT Fair



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