



COMMUNICATION WHITE BOARD STRATEGY ENHANCING PATIENT-CENTERED CARE THROUGH PATIENT ENGAGEMENT IN HEALTHCARE FACILITY / A COMPASSIONATE NARRATIVE REVIEW.

Javed Iqbal^{1*}, Mir Aftab Uz Zaman², Dr Asfand Yar Khalid³, Khadija Al Shakhali⁴, Dr. Muna Al Maslamani⁵, Mona Ali Al Frahan⁶, Dr. Brijesh Sathian⁷, Dr Sreethish Sasi⁸, Ibrahim Mahdi⁹, Amir Sultan¹⁰, Afsha Bibi¹¹

¹Nursing Department Communicable Disease center-Hamad Medical Corporation Doha Qatar

²A/Director of Nursing Communicable Disease Center-Hamad Medical Corporation Doha Qatar.

³Medical Education Department Hamad Medical Corporation Doha Qatar.

⁴Executive Director of Nursing Hamad Medical Corporation Doha Qatar

⁵CEO & Medical Director-Communicable Disease Center / Hamad Medical Corporation Doha Qatar

⁶Assistant Executive Director-Communicable Disease Center / Hamad Medical Corporation Doha Qatar

⁷senior scientist & Deputy Chair for Research, Geriatrics and long-term care department, Rumailah Hospital

⁸Clinical Fellow Infectious Diseases Division-Communicable Disease Center / Hamad Medical Corporation

⁹Social Worker Department Communicable Disease center-Hamad Medical Corporation Doha Qatar

¹⁰Assistant professor / Principal Tasleem college of nursing and health sciences, swat, Pakistan

¹¹Assistant Professor / Principal Arham Institute of Medical Sciences & Nursing Matta Swat

***Correspondence Author:** Javed Iqbal

*Email: jiqbal3@hamad.qa (0000-0003-2627-685X) Nursing Department Communicable Disease Center-Hamad Medical Corporation Doha Qatar & PhD Scholar University of Malaya. Alumni and Research fellow Harvard T.H Chan of Public Health USA.

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Abstract:

Background:-To explore the impact of communication whiteboards in healthcare settings, this review focuses on patient and Healthcare provider engagement and communication while the patient stays at the hospital, the communication whiteboard is a tool to bring closer healthcare providers and patients to discuss their health information that will reduce the patient's curiosity to know their diagnosis or treatment plan as well as it helps to reduce patient's anxiety, fear, and stress. To increase awareness among patients and healthcare providers for their active participation and contribution to enhance person-centered care through communication whiteboard on standardized content.

Method: - After reviewing and got the encyclopedic information regarding the selected topic and guiding the narrative review, a research question is developed using the PICOT technique. The keywords were identified, and a literature search was conducted between January 2005 to November 2023. The Nursing and medical electronic database literature as part of the process of understanding

the current evidence or knowledge base literature search from MEDLINE, Google Scholar, and PubMed databases for the relevant studies.

Results: After screening of literature review 21 studies were included and Customized.

Conclusion: This systematic review elucidates about patient whiteboards enhance patient engagement and promote the person-centered care approach.

Aim: To increase awareness and reduce the communication gap among patients and healthcare providers for their active participation and contribution to enhancing person-centered care through the communication whiteboard.

Keywords: Whiteboard Communication, Patient engagement, Healthcare communication, awareness, satisfaction, and standardized tool.

Introduction

Data derived from outpatient populations indicates that patient engagement—which is characterized as actively taking part in the treatment process (Organization, 2016) is linked to better overall health outcomes, Increased happiness among and improved the outcome of adherence to healthy habits, and the establishing of more reliable relationships with clinicians (Nelson et al., 2004; Street Jr & Millay, 2001; Tang & Newcomb, 1998; Verlinde et al., 2012). However, encouraging participation in the inpatient environment has proven difficult. Whiteboards are becoming increasingly frequent in hospital rooms, which may aid with this concern because of due to economical method to keep patients fascinated during their stay. Guidelines for best practices have previously been created to help standardize and maximize their function in promoting communication between patients and providers (Trojano et al., 2022). Whiteboards are commonplace in hospital rooms and might serve as an ideal patient engagement tool.(Trojano et al., 2022).

Hospitals often use whiteboards in patient rooms to educate inpatients on this crucial information. Our institution has had whiteboards on its various inpatient wards for a long time, but before our pilot program, whiteboard use and templates were not standardized (Tan, Hooper Evans, Braddock, & Shieh, 2013). The suggested whiteboard template, The following information was obtained from a study conducted by Sehgal et al. at the University of California, San Francisco: date, daily goals, projected discharge date, family contact, questions from patients and their families, primary physician name, bedside nurse name, medical assistant name, and so on. To date, no study has clearly shown whether there is an objective improvement in patients' understanding and awareness of these and other components of their care, despite Sehgal et al.'s finding that patients, nurses, and doctors are more satisfied with communication when patient whiteboards are used (Sehgal et al., 2010). Patient whiteboards can simplify communication between medical staff members and make patients feel more involved in their treatment; yet, little is known about the best methods for applying them presently.(Sehgal et al., 2010).

The use of whiteboards substantially improved patients' knowledge of their doctor ($p \leq 0.0001$), admission objectives ($p \leq 0.0016$), expected discharge date ($p \leq 0.049$), and happiness with their hospital stay ($p \leq 0.0242$). The whiteboards were helpful for the families of patients, ancillary workers, and doctors. As a result, residents were also more inclined to incorporate using whiteboards into their regular work routines. In conclusion, Inpatient whiteboards facilitate communication between medical professionals and support workers, raise patient awareness of their care team, admission procedures, and length of stay, and significantly increase patient satisfaction (Tan, Hooper Evans, Braddock, & Shieh, 2013).

In hospitals, bedside whiteboards are very common. Teaching patients and family members the logic behind the medium, promoting regular use, and fostering nurse-physician involvement with this tool can all aid in promoting communication and information exchange (Goyal et al., 2020). Whiteboards can facilitate better patient flow, but using them effectively requires planning. It is necessary to address issues about whiteboard usagesuch as confidentiality of patients, planning for discharge, and

staff acceptance. (Chaboyer et al., 2009). Nevertheless, whether patients actively participate in whiteboard communication is unknown. Most institutions indeed follow this protocol for care, but one obstacle to its adoption is the time commitment it places on medical professionals, particularly doctors (Tan, Hooper Evans, Braddock III, & Shieh, 2013). Therefore, evaluating whether efficiency is sacrificed to exclude patients from whiteboard conversation is critical. Furthermore, there is a correlation between the utilization of whiteboards and patient activation—an outcome of participation that encompasses patients' competence, assurance, and understanding in overseeing their health—(Hibbard et al., 2005).

A cost-effective, minimally maintained method for customer instruction and interaction on their treatment is a basic whiteboard with dry wipe. (Singh et al., 2011). When information is shown on a whiteboard, patients are more inclined to seek clarification and ask questions, which improves understanding and treatment plan adherence (Law et al., 2023). Displaying medication schedules on whiteboards helps patients and healthcare providers track and manage medications, reducing the risk of errors (Law et al., 2023). The names and tasks of providers are asked to be written on a dry-erase whiteboard conceived by a multidisciplinary team and details about the care of their patients. Patients were given a questionnaire both before and after the whiteboard was implemented. The employment of a well-designed whiteboard may enhance patient satisfaction with labor and delivery treatment by increasing laboring patients' awareness of the name of their delivering physician. Whiteboards are regularly verified in several time boost patient care in medical filed with interaction, and understanding for batter engagement. ("Institute for Healthcare Improvement (Tan, Hooper Evans, Braddock III, & Shieh, 2013).

Whiteboards give medical professionals a visible area to write and discuss a patient's care plan. In terms of therapeutic objectives, prescriptions, and other crucial care components, this guarantees that all team members agree. Patients can better take an active role in their care by accessing information about their medications, care plans, and forthcoming procedures on a whiteboard. (Solela & Melkie, 2023) .A study conducted in the general medical service at Stanford University Medical Centre revealed that using whiteboards increased patient satisfaction and helped patients become more aware of their team of doctors (Tan, Hooper Evans, Braddock III, & Shieh, 2013). Semi-structured interviews were conducted with 29 families in an inpatient surgical department at a pediatric metropolitan academic hospital to investigate their experiences and recommendations regarding whiteboards. 66% of all families reported using the whiteboard, and 52% said staff members told them about it. Parents who were aware of the whiteboard were six times more likely to utilize it actively—writing on it to exchange information—than those who only used it passively—as a visual aid. According to a pictorial analysis, parent writing was seen on 42% of whiteboards. Eighty percent of these just contained contact details. 58% of the excuses for not using whiteboards were changeable, such as ignorance, assuming they were for staff use. Physical restricted access, assuming no one would read them, and others. In contrast with doctors whose families weren't convinced themselves as whiteboard users, parents broadly recognized nurses as users (81%) of the tool. The vast majority of families (76%) suggested increasing the efficacy of whiteboards (Cholli et al., 2016).

Whiteboards were found to improve patient-provider communication in four out of five trials, boost patient satisfaction in eight of six studies, and improve patients' capacity to identify healthcare providers in a thorough literature analysis that included thirteen studies. These results demonstrate the benefits of using digital whiteboards to improve communication, make it easier for patients to identify their providers, and increase patient satisfaction (Robinson & CPXP, 2023). In the emergency department, digital whiteboards offer a workable and respectable way to present patient-facing data. According to the study, e-paper screens combined with pertinent, real-time clinical data presented as a digital whiteboard could positively affect E.D. visit patients' happiness and facility perception. More research is required to comprehend the impact on patient happiness and experience (Marshall et al., 2023). The whiteboard presents pertinent, up-to-date patient data in a single, easily readable, prominent display. An accurate snapshot of the present patient activity in the unit can be obtained by

quickly scanning the whiteboard. The whiteboard is thought to enhance and standardize communication within the care team, according to about 71% of study respondents.

Furthermore, almost 62% of participants said they find it easier to find information on patients and their care plans using the whiteboard. The whiteboard and its users have also influenced the work practices of other GIM care professionals, acting as catalysts for good change. Since its introduction, the use of whiteboards has considerably risen (Wong et al., 2009). Similarly, it has been demonstrated that patients greatly appreciate using whiteboards to include the names of the treatment team, nurses, support personnel, and treatment objectives. This enhances patient satisfaction with care overall and allows patients to more easily identify team members (Cholli et al., 2016; Maniaci et al., 2010; Tan, Hooper Evans, Braddock III, & Shieh, 2013).

Methods

The Literature review was conducted through an approach to collect and synthesizing existing research data and evidence to draw a meaningful discussion and conclusion on a certain topic. By conducting a narrative review, a summary of multiple studies will allow for a reliable, encyclopedic approach to a research question. To increase awareness and reduce the communication gap among patients and healthcare providers for their active participation and contribution to enhance the person-centered care through communication whiteboard. In this study review two researcher (Mr. Zaman and J iqbal) searched out electronic databases used for exploring interventions on Published literature search by PubMed, MEDLINE, Google Scholar databases for the relevant Topics. The keywords used are White board Communication, Patient engagement, Healthcare communication, awareness, satisfaction, standardized tool.

The inclusion criteria for the articles are: (1) English language only (2) exclusively include studies done in outpatients department (3) range from January 2005 to until November 2023, and (4) include a digital object identifier (DOI). Database screening for the review was closed on 1st October 2023. Titles and abstracts of such articles were reviewed and included based on the inclusion requirements. If any requirements were not met, then the review article was excluded from the study. As a result, 21 research articles were obtained and were assessed by the importance of white board, standardized tool of white board, patients, and health satisfaction, enhancing the person-centered approach through communication white board strategy.

Results

In this narrative study, a total of 84 articles were extracted from different sources and 44 articles were found duplicated during screening and 13 nonrelative topics were found. Finally, 21 articles were included in this review that fulfill the inclusion criteria which were published between January 2005 until November 2023.

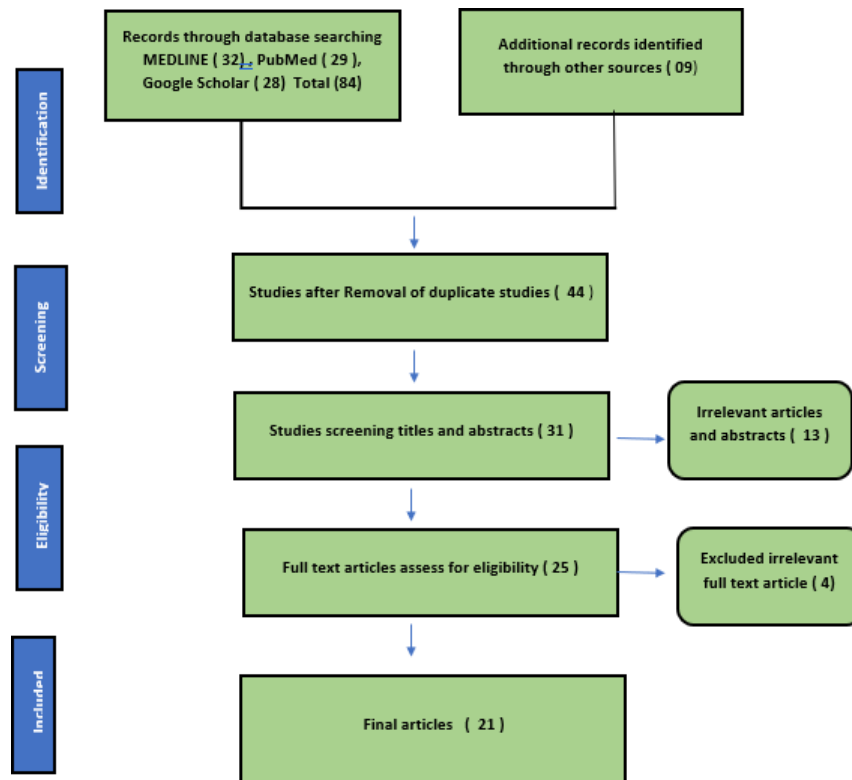


Figure 1: Prisma chart

Conclusion

In conclusion, the integration of whiteboards in healthcare settings, particularly inpatient environments, has demonstrated positive outcomes in patient engagement, communication, and overall satisfaction and facilitates communication between hospital staff and patients. The standardized templates which are used for research reviewed articles suggested by Sehgal et al. while engaging patients and family in their care by utilizing whiteboards and contribute significantly to the success of this communication tool. The potential benefits of whiteboards further enhance the possibilities of improving patient-provider interactions and its increases in patient/ family to understand the treatment plan and their Nursing and Medical intervention. The evidence indicates that using whiteboards positively correlates with increased patient awareness, satisfaction, and understanding of their care. However, continuous improvement, adaptability to technological advancements, and consideration of healthcare professionals' time constraints are essential for maximizing the effectiveness of whiteboards in enhancing patient-centered care.

Recommendations

With a quick glance at the whiteboard, the Healthcare providers get an accurate snapshot view of their hospitalized patients and their day-to-day activity in the unit which we believed that the whiteboard improves and standardizes communication within the care team as Whiteboard utilization has significantly increased since its implementation.

It is highly recommended that a uniform or standardized whiteboard application is to install at all Hamad Medical Corporation inpatient facility and in other private Hospital in Qatar, as the whiteboards are effective tools to improve person-centered care for effective communication into the routine care for hospitalized patients.

Conflict of interest: -The authors declare about there is no commercial or financial relationships that could be construed as a potential conflict of interest.

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