

To: All Staff

From: Shannon Schiffer, Manager of Patient and Family Centred Care

Date: November 16, 2023

RE: **Use of NOD and Whiteboard**

As part of maintaining a Patient and Family Centred Care Culture we are encouraging commitment to the implemented strategies that embed PFCC values into our organization, including NOD (Name, Occupation, Do) and the use of bedside communication Whiteboards, which is a PFCC best practice.

NOD – Name, Occupation, Do

The goal of NOD is to decrease anxiety and enhance patient's understanding of their care and care providers. A patient may interact with over 20 people a day while accessing our services. When staff interacts with patient without a NOD this can be confusing, or even frightening to a patient. Wearing PPE makes it even more difficult for patients to recognize members of their care team making verbal NOD for every patient during every interaction especially important.

As many patients have an extensive multidisciplinary health care team it is also important to NOD to coworkers to help facilitate open communication between healthcare team members and ensure proper documentation of completed referrals.

Bedside Communication Whiteboard

The bedside communication whiteboard is a tool that improves communication between patients, family and the health care team. It is used to communicate information, goals and readiness for discharge. It allows information to be clear, complete, timely, accurate and useful in helping patients and families effectively participate in care and decision-making. The whiteboard should be updated when the patient is initially admitted, the beginning of each shift change, when there is a significant change in patient information e.g., post operatively and throughout the day as appropriate. Communication is a significant factor in better health outcomes, overall patient satisfaction, and success of patient discharge home.

The whiteboard helps keep our Patient Family Centered Care core concepts at the centre of every patients care.

Pease continue to emphasize the use of NOD and Bedside communication principles and continuously demonstrate your commitment to Patient and Family Centred Care.