

## STANDARD

To promote consistent, timely and efficient communication processes between wards and departments.

## STANDARDS TO BE MET

### 1. Priority structure

Device	Type of Communication
<b><i>Nursing / Midwifery pager</i></b>	<ul style="list-style-type: none"> <li>• Patient call bells</li> <li>• Patient specific issues from departments, e.g PACU, or other health care professionals who need to contact the patient's allocated nurse / midwife</li> <li>• Non-urgent communication from CCU</li> <li>• If no response to page, <b>text</b> Shift Leader / Co-ordinator Mobile phone</li> </ul>
<b><i>Shift Leader / Co-ordinator Mobile</i></b>	<p><b>Phone Calls</b> Urgent calls are time critical and require direct person to person contact.</p> <ul style="list-style-type: none"> <li>• Urgent telemetry calls from CCU.</li> <li>• Urgent patient related <b>calls</b> from Duty Manager, Emergency Department, APU, Transit Lounge or other clinical staff or departments</li> <li>• If no response to text pages.</li> </ul>
	<p><b>Text to Mobile</b></p> <ul style="list-style-type: none"> <li>• Non-urgent communication regarding ward related patient flow from Duty Manager, Emergency Department, APU, Ambulance Co-ordinator, Transit Lounge or other departments.</li> <li>• Non-urgent communication regarding <i>ward</i> related issues e.g. from Radiology, Pharmacy, PACU</li> </ul>
<b><i>Clinical Nurse Manager (CNM) / Clinical Midwifery Manager (CMM) own pager</i></b>	<ul style="list-style-type: none"> <li>• communication outside of the above during business hours</li> </ul>
<b><i>Ward Land lines</i></b>	<p><b>Clinical Unit Administrator</b></p> <ul style="list-style-type: none"> <li>• First point of contact during days / times rostered</li> <li>• When no rostered coverage phone is to be diverted to a nominated workstation</li> </ul>
	<p><b>Nurses Station</b></p> <ul style="list-style-type: none"> <li>• All enquiries out of rostered Clinical Unit Administrator hours of work</li> </ul>

### 2. Responsibilities

#### 2.1. Pager holder

All nurses / midwives on each ward / department will hold a pager for patient call bells and communication from other departments. Pagers are held at a central nominated place in the ward and will be returned there at the end of the shift. At the beginning of each shift the Shift Leader / Co-ordinator allocates via pager call bell

Issue Date: Mar 2015	Page 1 of 2	NOTE: The electronic version of this document is the most current. Any printed copy cannot be assumed to be the current version.
Review Date: Mar 2017	Version No: 1	
Protocol Steward: Nurse Leader, Surgical & Anaesthetics	Authorised by: Director of Nursing	

 <p><b>BAY OF PLENTY DISTRICT HEALTH BOARD HAUORA A TOI</b></p> <p><b>CARE DELIVERY PROTOCOL</b></p>	<p align="center"><b>CARE DELIVERY – INTER-DEPARTMENT/WARD COMMUNICATION STANDARDS</b></p>	<p align="center"><b>Policy 7.104.1 Protocol 10</b></p>
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system to each nurse (refer to 7.104.1 protocol 7 Care Delivery – Patient Call System, Principles and Standards).

- a) Pager numbers are entered onto the *Staff Allocation* page on Trendcare by Shift Leader / Co-ordinator.
- b) The following non-inpatient departments have access to Trendcare:
  - i. SAU and recovery
  - ii. Medical Day Stay
- c) CNM / CMM may hold a personal pager during business hours and available numbers can be accessed from the Staff Phonenumber.

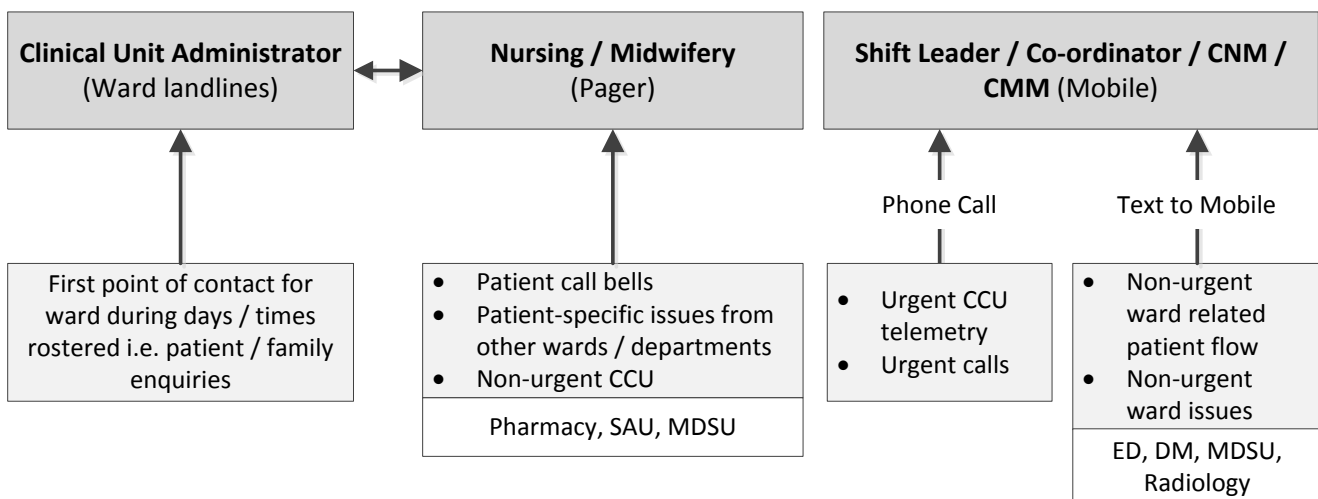
**2.2. Shift Leader / Co-ordinator Mobile Phone holder**

The appointed Shift Leader / Co-ordinator holds the mobile phone for the duration of their shift. At the end of the shift the mobile is handed over to the next Shift Leader / Co-ordinator.

**ASSOCIATED DOCUMENTS**

- Bay of Plenty District Health Board policy 7.104.1 Care Delivery – Nursing and Midwifery
- Bay of Plenty District Health Board policy 7.104.1 protocol 1 Care Delivery – Team Nursing Guidelines
- Bay of Plenty District Health Board policy 6.10.2 Clinical Communication
- Bay of Plenty District Health Board policy 7.104.1 protocol 7 Care Delivery – Patient Call System - Principles and Standards

**Appendix 1: Flow diagram of communication structure to the inpatient wards**



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