

Safety Scripting:  
Improving Patient Safety and Outcomes  
Littleton Adventist Hospital

## Introduction:

Incorporating safety scripting into the nursing staff daily routine helps decrease patient safety events, improve patient outcomes and enhance patient satisfaction. The goal of this strategy is to help develop a consistent message for the nursing staff given the increased patient acuity, decreased length of stay and the multiple other issues the nurse may be dealing with in a day.

## Scripting Objectives:

1. After completing the education on “safety scripting”, the nurses will have a better understanding how effective communication sends a clear and consistent message to patients and family members.
2. After completing the “safety scripting-white board” education, nurses and ancillary departments will utilize the white boards as a method to communicate for patient care expectations and outcomes.
3. In implementing the use of the “white” boards and safety scripting; this will enhance communication with patients and family members regarding expectations for patient safety and optimal outcomes.

## Background/Significance:

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- Gives the nursing staff standard communication tools in providing clear and concise explanations that build relationships with patients and family members.
- Strengthens patient awareness of information on the white board as a vital instrument for necessary tools to enhance patient safety (i.e. non-skid footwear, bed, and call light education).
- Incorporating the use of the “white” board and safety scripting, will help decrease the rate of falls, pressure ulcers, improve patient and staff satisfaction.

**Littleton Adventist Hospital**

<input type="checkbox"/> Admit folder given: Nurse Manager:		Date: Director:				Assistant															
Medical Physician: CCPC or CPI Consulting Physician:					RN: Shift: Phone:					CNA: Shift: Phone:					Dietary Services: <b>45802</b> (call to order food)						
Nursing Goal of the day:					Speech Therapy:			Physical Therapy:			Occupational Therapy:			Respiratory Therapy:							
Therapy Goal of the day:					Family Contact Information:																
					Pt out of room location:																
Precautions: <input type="checkbox"/> Aspirations  <input type="checkbox"/> Bed Alarm  <input type="checkbox"/> Falls Risks  <input type="checkbox"/> Repositioning		I's		O's		Meal % Consumed: B: _____ L: _____ D: _____					Pain Medicine Last Given:			Wound Care:							
		<b>Level of Assistance:</b>					<b>Activities</b>														
Case Manager: Phone:  Social Worker: Phone:  Anticipated Discharge Date: Plan:					Ambulation:					Bath/ Shower Date:											
					Bathroom:					Dentures Cleaned:											
					Shower: Care:					Oral											
					Transfers:					Chair:											
Hourly Rounding		7	8	9	10	11	12	1	2	3	4	5	6	7	8	9	10	12	2	4	6

## Strategy and Implementation:

### Safety Scripting Champions at LAH:

- The scripting champions are composed of staff RNs, CNAs, Unit Coordinators, Nursing leaders, and Quality Department staff.
- The champions' goals are to facilitate the development and enhancement of the nursing staff communication with patients and family members.
- Champions educated all Nursing staff at the competency skills fair and continue to provide individual education about effective scripting verbiage and how to accurately use the white board.
- A champion attended ancillary department meetings to communicate use of the white boards and to allow for feedback.

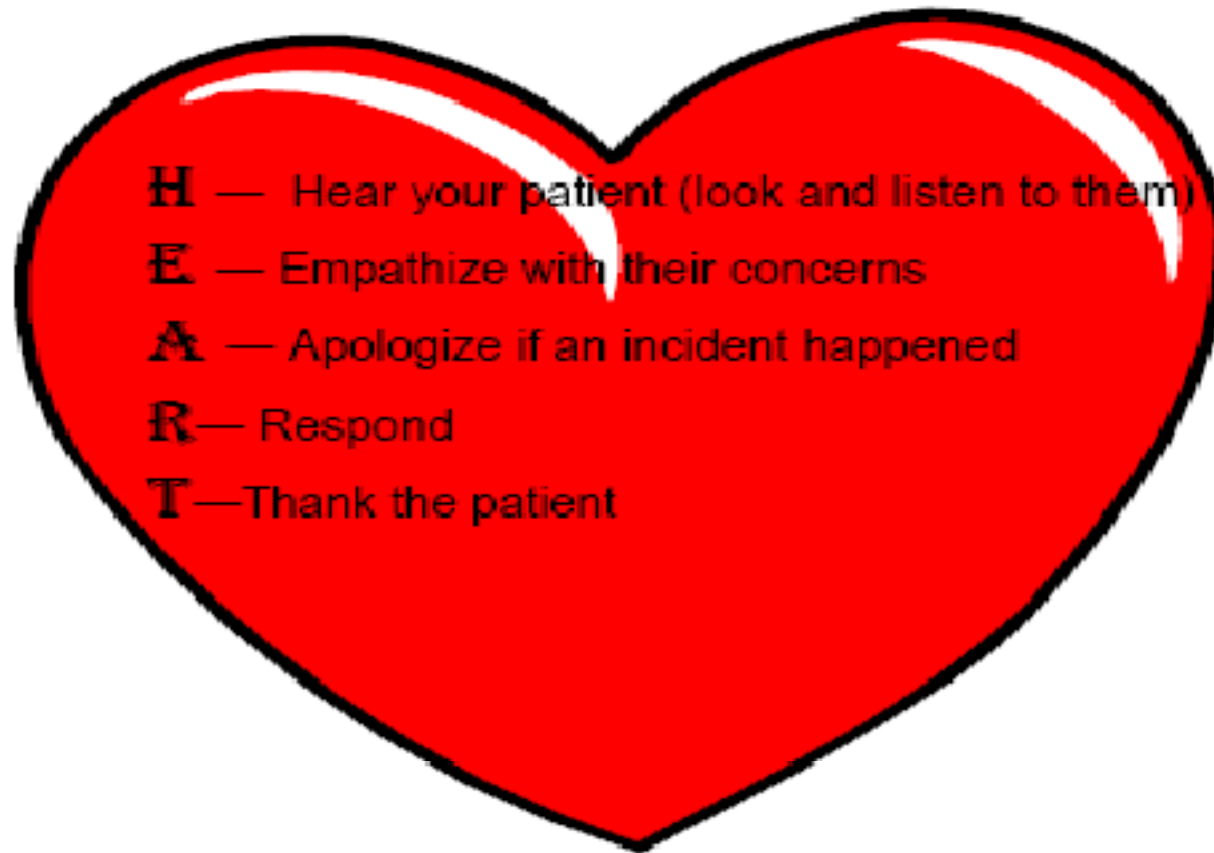
# Strategy and Implementation:

## Scripting Manual

- Pocket manuals were distributed to staff members with review and demonstration of safety scripting stages. They encourage staff members to provide crucial information with patients in a clear and concise message.
- The pocket size manuals were developed to represent the different stages in the patients hospital stay. There are three stages: admission, daily interactions and discharge.
- In each stage, there are key bullet points for the nursing staff to use when communicating with the patient and family members.
- Educating the staff to address the safety scripting alleviates stressors from the patient, allowing the patient to feel more comfortable asking questions.

# Scripting Manual

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## Evaluation:

### “White” board feedback:

- After completing the skills fair and meetings, staff were asked to give feedback regarding the interventions on the “white” boards.
- Nursing and ancillary departments are now in the process of evaluating the “white” boards to determine modifications needed.

## Evaluation:

### Scripting Audits:

- We are in the process of evaluating the use and effectiveness of scripting.
- We are engaging “secret shoppers” to identify what messages the nursing staff are conveying to the patient.
- Continuous positive feedback is given to nurses to reinforce the use of scripting.

## Learnings:

- Developing the scripting process and educating staff on one unit has taken more time than expected. This is due to various schedules of employees and the continual need to re-educate staff members.
- The team would like to have a seamless process before implementing safety scripting in additional hospital units.
- Promoting the positive impact of safety scripting for one unit hopefully reinforces the process hospital wide.

## Future Work:

- To complete the evaluation of the scripting process.
- To spread this method of scripting and the use of “white” boards to the remaining hospital units.
- To provide positive continuous feedback to nurses regarding the importance of scripting and how it can enhance communication with patients and family members.
- To incorporate “scripting” into new employee orientation.

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## Literature Cited

- Quick-E Pro: Scripting: A Guide for Nurses by Jo-Ann C. Byrne, RN, BS, MHSA; Kathleen L. Garrison, MSN, RN; Frances M. Moore, RNC, BSN, MSA