VIVIDBOARD®
a GMi company

Increasing Patient Satisfaction and Care with
Custom Whiteboards

Hospital Whiteboards:
Simple, Elegant, Effective

Healthcare workers are constantly using data, such as the effect of patient satisfaction scores on reimbursements, to improve customer service and care. In March 2008, the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) started publicly reporting patient satisfaction. In 2013, they began basing Medicare and Medicaid reimbursements on this measurement.

There are many ways to improve patient satisfaction and HCAHPS survey scores. Since HCAHPS surveys touch on eight different themes, with five of them being influenced by communication, it's all about improving communication between patients and care providers.

Researchers, Nurses and Patients Agree

Whiteboards are one of the most effective ways to improve patient satisfaction scores (HCAHPS). They also make nurse's jobs easier by allowing them to better treat and communicate with their patients.

Studies have shown that the use of whiteboards significantly increased the proportion of patients who knew their physician, their goals for admission and their estimated discharge date.[1]

Using customizable whiteboards, nurses can easily display information for patients, reducing patient inquiries, calls, treatment errors and patient anxiety.[2]

The benefits that whiteboards provide extend beyond patient care. When patients take charge of their own care, they are far less likely to rely on nurses every minute of the day. Because of the reduction of patients frequently pressing the call button, nurses have seen significant decreases in workload and stress related to the job.

75% of patients found whiteboards to be helpful in improving communication with nurses.[3]

Hospitals with whiteboards found that **patient satisfaction** scores (0-100 scale) **improved** significantly in the following categories:

6.4 points — Nurse communication **improvement**

Physician communication **improvement** — **4.0** points

6.3 points
Overall increase with patient **satisfaction** regarding their own care [4]

Increase the Quality of Patient Care

In an industry filled with technological and scientific enhancements, who knew that one of the best tools for patient care and communication would be something as simple as whiteboards?

Whiteboards encourage patients to become more involved in their own treatment. Keeping nurses, patients and family members included in the care plan encourages patient engagement, increases patient understanding and improves patient satisfaction.

It's a simple thought, but adding a custom whiteboard to your patient rooms will improve your overall HCAHPS and patient satisfaction and focus your communications on the most important topics that patients care about.

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VividBoards are 100% Customizable

👩‍⚕️	Vibrantly Display Your Organization's Logo/Color
👁️	Easy to Read/Organize Vital Information
💧	Can Be Sanitized with Hospital Grade Cleaners
🗂️	Multilingual (Display Information in Any Language)
🛠️	Will Never Ghost or Leave Faded Marks
🌐	Made of Premium Quality Materials in the USA
🕐	Guaranteed to Last for Life

MADE IN THE USA

VIVIDBOARD

877.543.2999   www.vividboard.com

> " *We are so pleased with the communication boards. The staff that we've talked with love the new design and the finished product. I just wanted to send a thank you out to you and your staff for the good work on this undertaking. It has been an involved project but the results are wonderful.* "

- Bonnie Gustafson
Community Relations,
District One Hospital

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Sources:
1.NCBI: "Patient whiteboards to improve patient-centred care in the hospital" (2013)
2.Virginia Henderson International Nursing Library: "Giving Voice to Patients in the Acute Care Environment" (2010).
3.Archives of Disease in Childhood: "Use of Daily Plan Whiteboards to Improve Communication" (2016).
4.American Journal of Medical Quality: "It's the Writing on the Wall: Whiteboards Improve Inpatient Satisfaction With Provider Communication" (2010).