

# Telecommunication during COVID – A multicentre quality improvement project

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## 1- Introduction

Most communication happened remotely during COVID. With no or little training, communication regarding sensitive decisions regarding DNAR/Escalation plan etc. became challenging

## 2- Methodology

This piece of work was carried out as a QIP to help doctors/staff communicate effectively with pre- and post-intervention data collection . Online training/teaching session was organised (as intervention) due to social distancing requirements. The project was replicated and completed across 4 different sites across UK

## 4- Conclusion

Communication remotely during COVID especially about sensitive decisions remains a challenge. Our QIP has shown that with innovative teaching methods, it can help improve doctor's confidence in this regard

## 3- Results

Fig 1 Prior training in tele-communication %

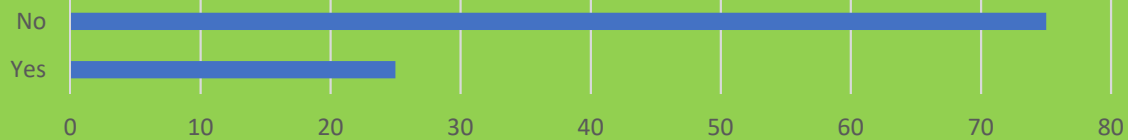
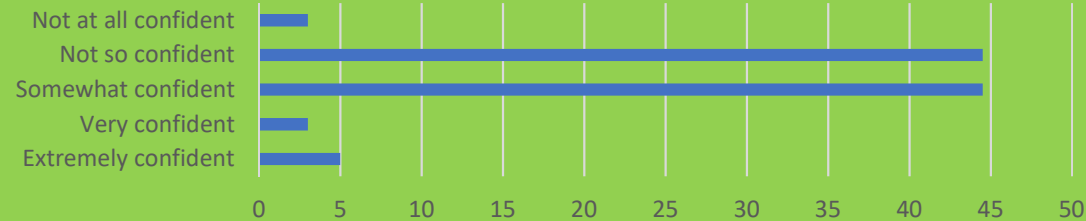


Fig 2 Pre-intervention confidence in tele-communication %



## Intervention

A Microsoft Teams meeting was organised with 2 consultant leads to teach/train on how to effectively communicate remotely. It was attended by **59** participants in Singleton Hospital Swansea, **13** in Morrision Hospital Swansea, **10** in Glenfield Hospital Leicester and **15** in The Royal Liverpool University hospital.

Fig 3 Post intervention confidence of participants %

