

Communication board accountability strategies

Note on use: Review these examples of compliance tactics to see how organizations increase care team accountability for updating whiteboards. Consider developing physician-specific compliance tactics to ensure physicians consistently fill out key whiteboard components.

Accountability strategy	Benefits	Institution
Weekly compliance report review: Nurses mark their initials on piece of paper in each room at change of shift indicating that board has been updated; compliance report sent to nurse managers weekly for distribution	<ul style="list-style-type: none">• Gives sense of ownership• Relies on honor system	Sentara Bayside Hospital 158-bed hospital in Virginia Beach, VA
Bedside report peer audit: Whiteboards updated at bedside shift report; offcoming and oncoming nurses hold each other accountable for compliance	<ul style="list-style-type: none">• Incorporated into pre-existing workflow for frontline staff• Promotes peer accountability	Goulet Hospital¹
Random weekly spot-check: Positive Patient Experience Team ² members each audit 10 rooms weekly	<ul style="list-style-type: none">• Frontline staff held accountable by combination of peers and clinical directors signaling both top-down and grassroots support	Medical Center Arlington 236-bed hospital in Arlington, TX
Regular manager audits: Managers audit compliance during daily rounding	<ul style="list-style-type: none">• Incorporated into pre-existing manager workflow• Emphasizes importance of compliance to bedside staff, patients and families, and hospital leadership	Vidant Health 1,400+ bed health system headquartered in Greenville, NC

1. Composite.

2. Composed of one or two representatives from each inpatient unit.

Source: Sentara Bayside Hospital, Virginia Beach, VA; Medical Center Arlington, Arlington, TX; Vidant Health, Greenville, NC; Nursing Executive Center interviews and analysis; Physician Executive Council interviews and analysis.