

## ***P50: Communication impact in health outcomes in the intensive care unit: A systematic review***

Joana Mendes<sup>1</sup>, Ana Peixoto<sup>2</sup>

<sup>1</sup>School of Allied Health Technologies, Polytechnic Institute of Porto, Portugal

<sup>2</sup>Department of Speech-Language Therapy, School of Allied Health Technologies, Polytechnic Institute of Porto, Portugal

Presenting author: [joferreiramendes@gmail.com](mailto:joferreiramendes@gmail.com)

**Introduction:** As a direct result of critical illness and its management ICU patients and their caregivers are vulnerable to communication breakdowns and adverse events which is usually perceived as a source of frustration to both medical staff and patients. As a vital part of high quality care, the physician-patient relationship is critically important to patient outcomes.

**Objectives:** To determine the impact of patient communication status on clinical outcomes in ICU and verify the input of assisted communication.

**Materials and Methods:** Research in articles published in the last 5 years in English or Portuguese-language journals indexed by EBSCOhost Research Databases and PubMed using the key-words “intensive care unit”, “augmentative and alternative communication”. Only 5 articles met the criteria.

**Results and Discussion:** Results published from Portugal are inexistent. Studies confirm that communication problems experienced by patients in the ICU have serious implications for their physical and psychological well-being and the quality of their care. Furthermore, communication between ICU patients and physicians or caregivers is usually brief, limited to staff-initiated, and task- or procedure-related statements. Improvements in physician-patient communication by the medical staff encourage patients to engage in communication, increases the length of communication exchanges and help establish a therapeutic relationship.

**Conclusion:** Research on how patient communication difficulties effects outcomes and adverse events in critical care setting is limited. The lack of information jeopardizes the quality of services delivered. Healthcare organizations must make physician-patient communication one of the highest organizational priorities and invest resources to develop and implement programs that enhance communication skills in ICU.

### **References**

1. Happ, M., Garrett, K., Tate, J., DiVirgilio, D., Houze, M., Demirci, J., & Sereika, S. (2014). Effect of a multi-level intervention on nurse-patient communication in the intensive care unit: Results of the SPEACS trial. *Heart & Lung: The Journal of Acute and Critical Care*, 43(2), 89-98.doi: 10.1016