



Walkie-Talkies in Improving Communication between Covid and Non-Covid teams in Theatre and ICU – A Quality Improvement Initiative

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➤ Introduction & Aims

- There are unique challenges of safe communication between healthcare workers caring for Covid patients
- A two-way walkie-talkie (WT) system was developed in UHG ICU & theatres for staff members involved in the care of Covid confirmed/suspected patients
- We aimed via this quality improvement initiative to understand the benefits and pitfalls of this method of communication and to improve and expand its use



➤ Methods & Data Collection

- Audits were performed with nurses working in ICU & Theatre on communication methods with 'infected cases' pre-Covid. These same staff as well as NCHDs were then surveyed again after the introduction of Walkie-Talkies.
- A five-point Likert-type questionnaire were used to survey staff examining; technical issues, comparison with 'pre-Covid' methods and overall satisfaction. There was also open ended questions for staff to expand on their concerns.

➤ Results

- 16 theatre nurses, 26 ICU nurses and 35 NCHD's were surveyed in total
- 73% agreed that WTs helped protect staff
- 55% felt communication improved with the new system and that the WTs improved communication between staff, 55% felt WT use should be continued during and after Covid. While 63% found the system easy to use
- Main issues identified included confusion regarding how to use the WTs, practical issues and communicating over radio-frequencies (when to start/stop speaking).

➤ Discussion/conclusion

- Overall the use of WTs was popular among staff members despite some concerns with certain aspects of their use
- We feel that most issues identified are amenable to teaching and once undertaken the effectiveness of the WTs will improve
- With this teaching and more practice, Walkie-Talkies can become an integral part of the care of Covid patients, and that they will help protect staff and improve patient care

