

**Title: Joint Presidents Session, The importance of developing and implementing high level communication skills in the care of critically ill or injured patients**

Communication techniques for promoting teamwork in the ICU, Beth Hammer, MSN, RN, APN-BC, President, American Association of Critical-Care Nurses

Summary:

- Mounting evidence over the past decade supports the need for focused interdisciplinary process improvements in the area of communication. Communication mistakes are a major contributor to medication errors and sentinel events.
- Best Practices have been identified to assist units to develop successful teams and optimize team communication. When implemented successfully these tools have resulted in improved patient safety and overall quality of care.

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