

Factors influencing physician responsiveness to nurse-initiated communication: a qualitative study.

December 2, 2020

Manojlovich M, Harrod M, Hofer TP, et al. Factors influencing physician responsiveness to nurse-initiated communication: a qualitative study. *BMJ Qual Saf.* 2021;30(9):747-754. doi:10.1136/bmjqs-2020-011441. <https://psnet.ahrq.gov/issue/factors-influencing-physician-responsiveness-nurse-initiated-communication-qualitative-study>

[Communication failures](#) can lead to [patient harm](#). Based on observations, interviews, and focus groups with nurses and physicians, the authors found that physician responsiveness to communications from bedside nurses depends on a combination of factors including the clarity of the message, physician preference for one communication via text, page, phone call, and other factors, such as trust, interpersonal relationships, and different clinical perspectives.