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This research was supported (in whole or in part) by HCA Healthcare and/or an HCA Healthcare Foundation grant/research donation.

1. Literature review
2. Evidence-based practice search
3. Surveys to residents and nurses about current satisfaction level and issues with communication
4. Multidisciplinary team meetings and workshops focused on improving communication
5. Implementation of a new electronic medical record system
6. Continuous monitoring and evaluation of the changes

References