



St. Jude Global Scholars Projects: Jocelyn Rivera



Development and Validation of a Quantitative Survey to Assess Interdisciplinary Communication around Patient Deterioration

This project aimed to improve communication practices by developing and implementing CritCom, a multilingual assessment tool designed to evaluate and enhance interdisciplinary communication in pediatric hematology-oncology settings.

The project spanned two years and was built around three main objectives. The first aimed to increase access to CritCom by translating it into multiple languages. The second focused on understanding the landscape of communication challenges across various healthcare settings through a large-scale cross-sectional study in which nearly 3,000 healthcare professionals from over 100 hospitals in 33 countries completed the CritCom survey. The third assessed the impact of interventions, particularly Pediatric Early Warning Systems (PEWS), on the quality of communication.

Looking ahead, the project has established the foundation for a multi-year, R01-funded initiative that will further examine the link between communication structures and care quality. The next phase will focus on developing and testing a multilevel intervention tailored to low-resource hospitals, aiming to create scalable, evidence-based strategies that enhance interdisciplinary communication.

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Project Details



Location
Global



Setting
Global



Health Condition
Childhood Cancer



Focus Areas
Equity, Quality



Target Age Group
All Pediatric Patients

Systems-Level Change

Participants

2,873 Health Care Workers

UN Sustainable Development Goal

Goal 3: Good Health and Well-Being

WHO Health System Building Blocks

Health information systems

Health workforce

GLICC CureAll Projects

3. Implementation of cancer workforce training packages



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Key Findings

The following are key findings of this Global Scholars Project which aimed to assess and improve the quality of interdisciplinary communication among healthcare professionals.

- The CritCom tool was successfully translated into over ten languages, significantly expanding its global accessibility and enabling participation from diverse linguistic and cultural contexts.
- Nearly 3,000 healthcare professionals across 101 hospitals in 33 countries completed the CritCom survey, providing a robust dataset on interdisciplinary communication in pediatric oncology.
- The cross-sectional study revealed common challenges in communication, including hierarchical barriers, lack of clarity in roles, and inconsistent empowerment of team members, which varied across regions and resource settings.
- CritCom has been integrated into the Pediatric Early Warning Systems (PEWS) implementation process across four cohorts (2021–2024), allowing for longitudinal evaluation of communication quality before and after intervention.
- Preliminary analysis shows that centers using CritCom as part of PEWS implementation report improvements in team collaboration and clarity of communication, especially in Latin American sites.
- Data from eleven sites with completed Clinical Sustainability Assessment Tool (CSAT) and CritCom evaluations are being used to explore the relationship between communication quality and sustainability of interventions.
- CritCom has evolved from a survey tool into a practical instrument for quality improvement, with workshops in Guatemala and Brazil demonstrating its utility in fostering team-based action plans.
- The project laid the foundation for a multi-year R01-funded study to develop and test a multilevel intervention aimed at improving communication in low-resource hospitals, using social network analysis and implementation science methodologies.



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