MERCY HEALTH
SAINT MARY'S

Intentional Rounding: Making it Part of our Culture

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Background

Call lights are used by patients to summon a nurse or patient care assistant to assist them with a need or a perceived need. While being able to use a call light may be reassuring to a patient, it is often seen by nurses and patient care assistants as an interruption to their work or an annoyance. When patients' needs are not met or anticipated, patient satisfaction decreases.

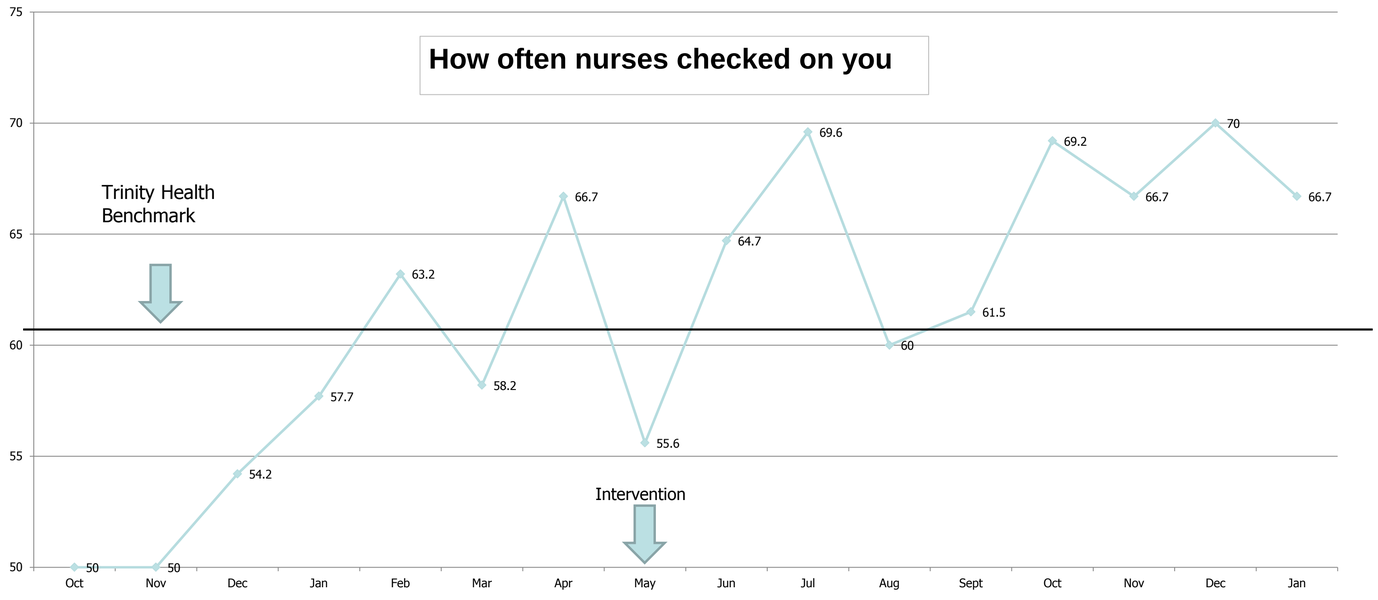
Problem Statement

3 Lacks is a 32 bed acuity-adaptable senior adult unit. Call light data indicates patients' toileting needs are not being anticipated on 3 Lacks. HCAHPS scores also indicate that staff are not always checking on patients every hour.

Implementation Plan

1. Meet with key stakeholders (UBC, charge nurses, CNLs, CNS, manager, director)
2. Review previous educational materials related to intentional rounding
3. Modify them to emphasize meeting patients' toileting needs and incorporate scripting /vignettes into the education.
4. Talk with leadership about ways to keep staff accountable (audits, observation,etc).
5. Email staff about patient satisfaction scores and audit results as incentive(place visual aid in workroom).
6. Unit champions will coach staff one on one, sign off competency checklist.

Pre-Post Intervention



Follow-Up

- Continue to monitor patient satisfaction scores
- Update staff monthly on progress or need for improvement
- Have staff hold each other accountable to each for performing intentional rounding.

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