



FEATURED SPEAKER

Pam Collins

Enterprise Service Line Educator –
Corporate Patient Experience



The Nuts and Bolts of Nurse Leader Rounding

Strategies that Work!



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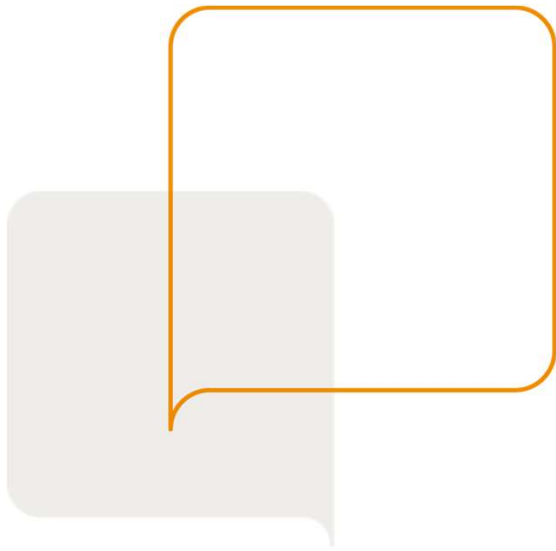


Objectives

At the end of the session, you should be able to:

- Identify benefits of nurse leader rounding to patient and staff
- Remove barriers to effective nurse leader rounding
- Implement strategies to increase effectiveness of nurse leader rounding





Polling Question

A challenge I have with Nurse Leader Rounding is:

- A. Time constraints
- B. Establishing an effective technique
- C. Providing feedback/coaching to staff
- D. Obtaining Team buy-in



The Evidence on Nurse Leader Rounding (NLR)

Patient Experience Journal (2014) Vol. 1(2)

- Patient satisfaction rated higher by patients who **recall** being visited by a nurse leader.

Journal of Emergency Nursing (2019)

- Studies show that nurse rounding is an effective means to increase patient satisfaction and quality of care and decrease patient-safety events.

Institute for Innovation (2014)

- Patients who are visited by a nurse leader during their hospital stay are more likely to give top box ratings across **all HCAHPS measures**

Patient Engagement HIT, xtelligentHEALTHCAREMEDIA, Patient Satisfaction News

- *The nurse leadership team has found that leadership rounding is a key patient experience driver, even when the hospital cannot offer expectant mothers private rooms.*
Heath, S. (2019)

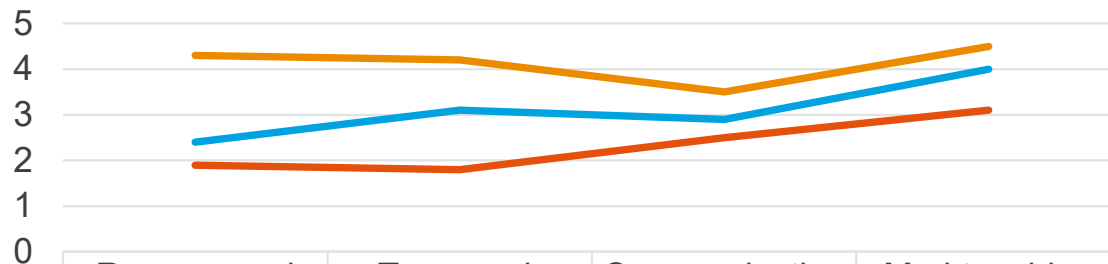


Benefits of NLR

- Develop/Enhance relationship with staff
- Proactively meet patient's needs [Trust]
 - Decreased use of call bell
- Recognize/reward staff
- Quality patient care
- Decreased patient injury e.g., medication errors, falls, inaccurate discharge instructions
- Decreased organizational litigation



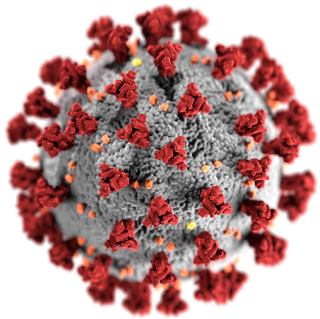
The Data...



	Recommend	Teamwork	Communication	Med teaching
MAR	4.3	4.2	3.5	4.5
APR	2.4	3.1	2.9	4
MAY	1.9	1.8	2.5	3.1



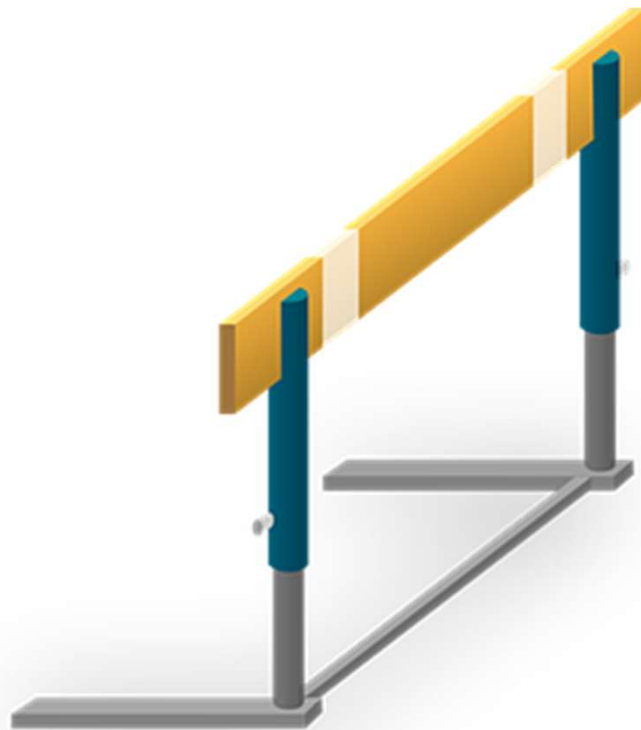
Nurse Leader Rounding Challenges

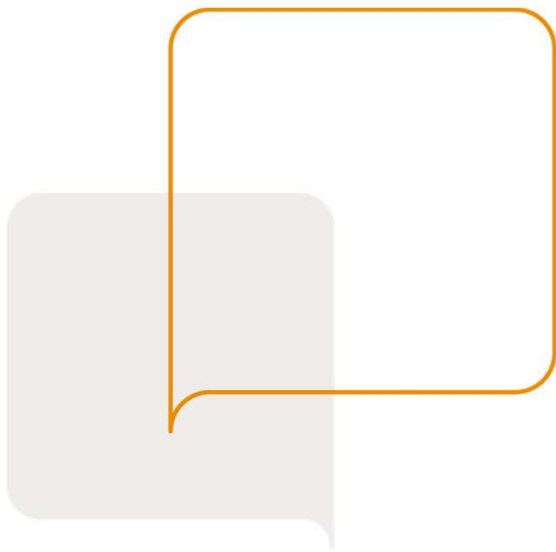


Removing Barriers

The key driver to the dichotomy between quality and quantity boils down to proper patient rounding training and education.

Clancy, Cheri (2018) Cheri Clancy & Associates, LLC





Polling Question

I have a designated time for performing Nurse Leader Rounding

A. Yes

B. No

C. I plead the fifth



NLR Strategies



*A GOAL
without a plan
IS JUST A WISH*

Antoine de Saint-Exupery

STRATEGY #1

- Workflow
 - Established rounding time
- Order for Rounds
 1. *Discharges*
 2. *New admissions*
 3. *Remainder of patients*
- Round by Nurse-Patient Assignment





STRATEGY #2

Your First Impression...

- ✓ *Well groomed, cleanliness*
- ✓ *Your SMILE*
- ✓ *Focus*
- ✓ **White lab coat .*

Remember the Nos

- X *No fragrances*
- X *No excessive jewelry*
- X *No tight/loose clothing*
- X *No gum chewing*



Develop a cadence



Get in the rhythm!

STRATEGY #3

Atrium Health's GREAT communication model

- Greet** Warm introduction/smile
- Relate** To patient, connect
- Explain** NLR, what patient can expect
- Ask** Open-ended questions
- Thank** Show genuine appreciation



Key Observations to Make during the Rounding Interaction

Today is: _____ My Room#: _____ My Phone#: _____
704-304-2131

My Doctor: **Dr. Jones**
My Nurse: **Pam, RN** #: **#2234**
My Nurse Assistant: _____ #: _____
Other: _____ #: _____
Other: _____ #: _____

About Me:	My Goals:	For My Safety:
I love my dog "Skip" 	Expected Discharge Date: 10/2 Walk three times a day	Call, don't fall! Questions For My Care Team: _____

- Condition of room
- Location of personal items
- Communication Board
- Bedside shift report
- Medication Teaching
- Purposeful Rounding
- Call bell use
- Staff recognition
- Interaction: 3-5 minutes



Admission Dialogue

- Hi (patient name), my name is _____, and I am the nurse manager (leader) for this unit. Welcome to our unit! I would like to visit with you for a few minutes to let you know what you can expect during your stay in the hospital.
- We like to partner with our patients, and one way we do this is through Bedside Shift Report. *This is when the nurse coming on, and the nurse going off duty will come in your room to talk about the plan for your care and include you in the discussion.* This will happen at every shift change, around 7:15 am and again at 7:15 pm. So this is a great opportunity to share your thoughts and concerns.
- I see your call bell is within reach... you can expect a member of the staff to round/check on you about every hour during the day and about every two hours during the night to help with your needs.
- The nurses will also teach you about your medications and *side effects*, this is very important, so feel free to ask questions.
- We like to recognize any staff who have gone the extra mile. I know you have not been here that long, but is there anyone that you would like to recognize?
- Well, _____, thank you for talking with me. Tomorrow, either myself or another leader will try to visit with you to see how your stay is going. Is there anything I can do for you before I leave?



Subsequent Day Dialogue

- Hi (patient name), I am back again (*verify if patient remembers, OR if this is your first time rounding on patient, introduce yourself as one of the leaders on your unit*). Is this a good time to **visit** with you for a few minutes to see how your experience (or stay) is going so far?
- So were you able to participate in bedside shift report this morning? *May need to redefine*
- I see your call bell is within reach... how often have you had to use your call bell? Did we respond in a timely manner? What kind of help did you need?
- Did the staff round/check on you about every hour during the day and about every two hours during the night.
 - Have you been receiving education about your medications, including the side effects?
- We like to recognize any staff who have gone the extra mile, is there anyone that you would like to recognize?
- Thank you for talking with me, is there anything I can do for you?



Discharge Dialogue

- Hi _____, so you're going home, I know you must be glad about that! So how was your stay with us?
- How do you feel about understanding the **medications** that you will be going home on? Has the nurse explained the side effects of your medications?
- Your nurse will discuss your discharge instructions, make sure you let the nurse know if you have any questions or concerns.
- Now what about transportation, do you need any help with this?
- **You may be selected for a survey**, which is very important to us. This helps us to know what we did well, and areas of opportunities. If you will please take a moment to complete the survey, we would really appreciate it.
- Before you leave, is there anyone you would like to recognize who was exceptional or went over and beyond?
- Thank you for choosing Atrium Health and good luck as you continue to get better. Is there anything I can do for you?



Coaching



<https://www.youtube.com/watch?v=Qg7jZVJuDE0>

STRATEGY # 4

Close the Loop

- Give feedback to the nurse
- 2-3 positives::1-2 opportunities
- ALWAYS begin with the positive
- Avoid lengthy feedback





Tips for Dealing with “Pushback”

- Provide feedback in timely manner e.g., right after completing rounds if possible
“I just finished rounding on your patients and would like to share some great feedback!”
- Listen to other person’s perspective
“I am not sure I understand, but I am very interested in hearing your perspective”
- Maintain composure, avoid being drawn into a *battle*
“I am confused by your response, BSR is an expectation for all staff, and enhances patient safety”
- If too heated, agree on another time to discuss
“It seems as though this may not be a good time....”





STRATEGY # 5

Enlist from the top but drive from the bottom

Manage-up

Partner

Offer the first olive branch

Work accountability

Encourage

Reward/Recognize

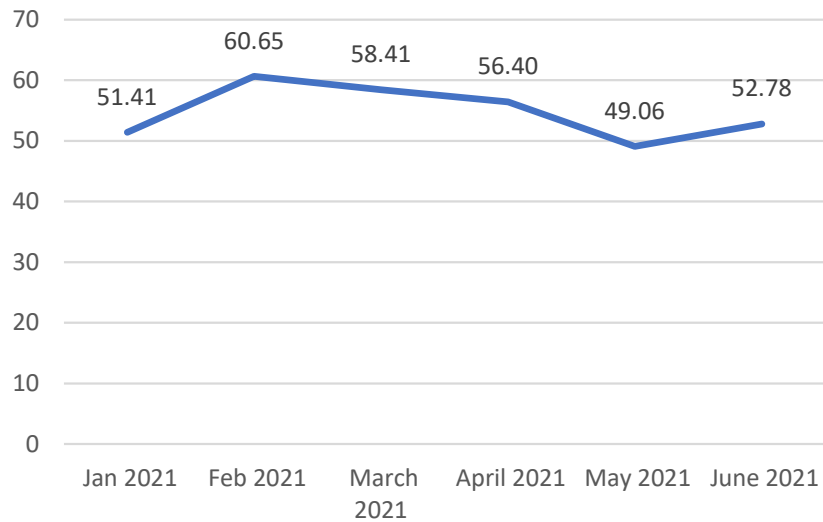


Results

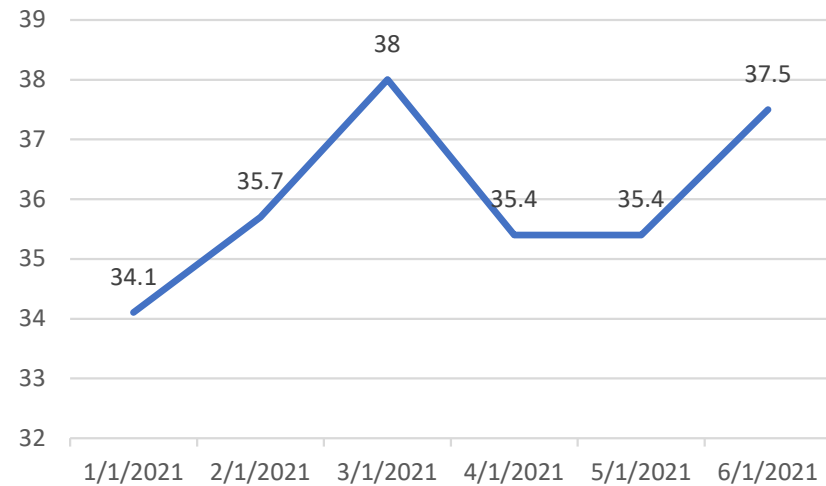


AH Mercy - Inpatient

Nurse Leader Rounding Jan 2021 - June 2021

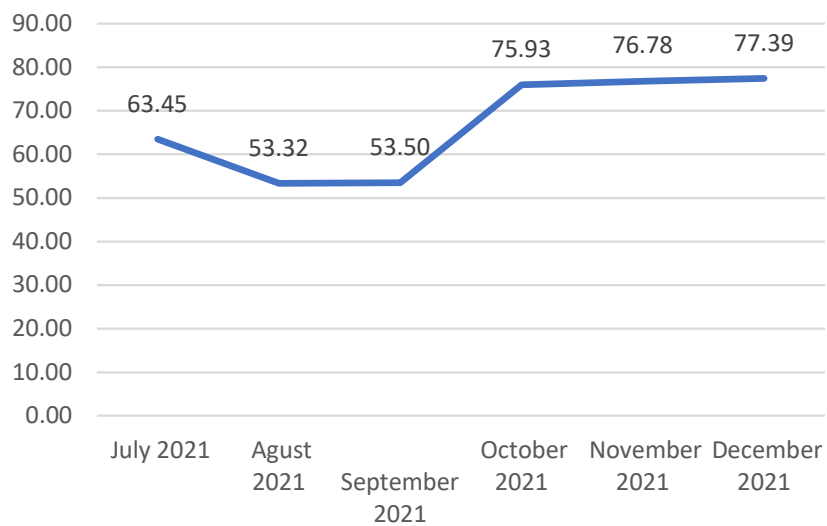


Patient Perception of Leader Rounding Jan 2021 - June 2021

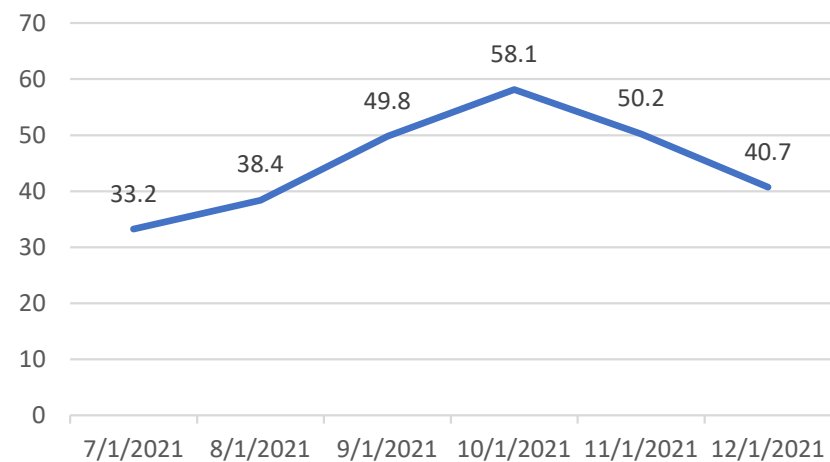


AH Mercy - Inpatient

Nurse Leader Rounding July 2021 - December 2021

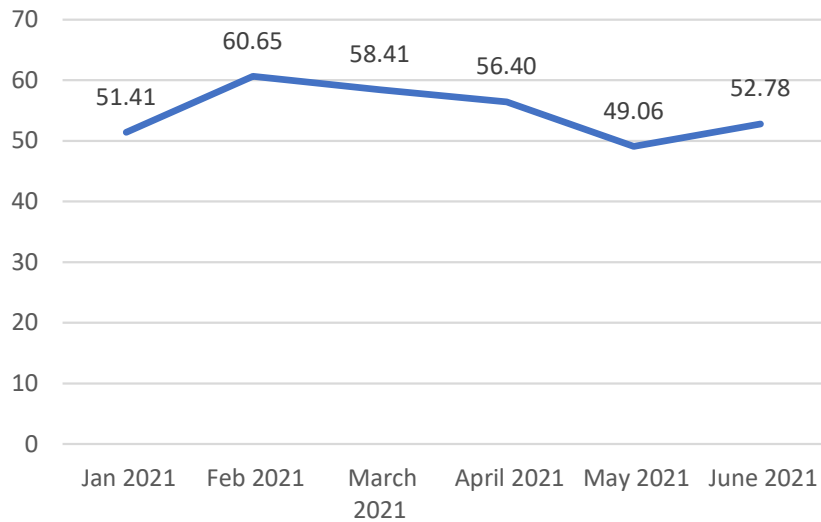


Patient Perception of Leader Rounding July 2021 - Dec 2021

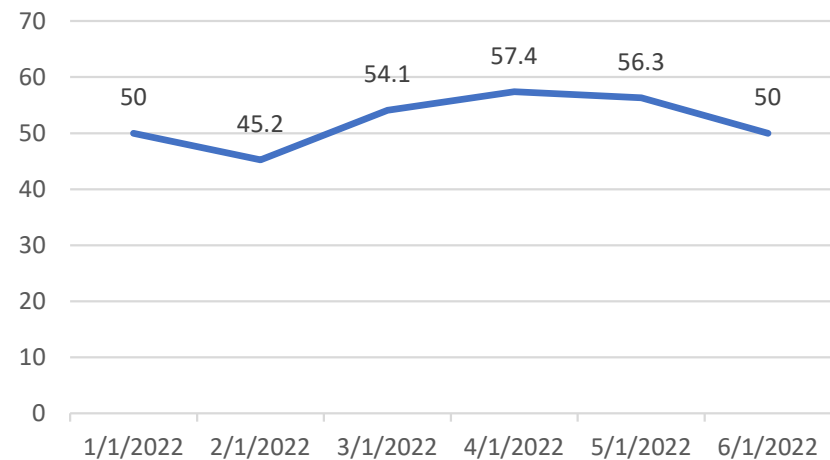


AH Mercy - Inpatient

Nurse Leader Rounding Jan 2021 - June 2021



Patient Perception of Leader Rounding Jan 2022 - June 2022

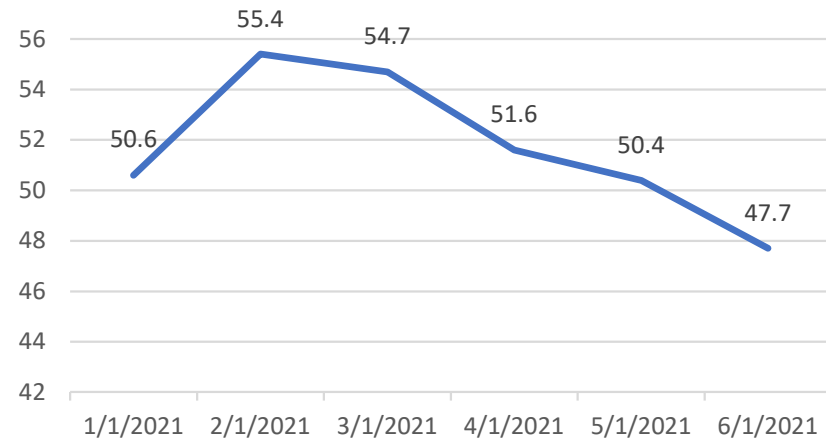


AH- CMC Main Inpatient

Nurse Leader Rounding Jan 2021 - June 2021

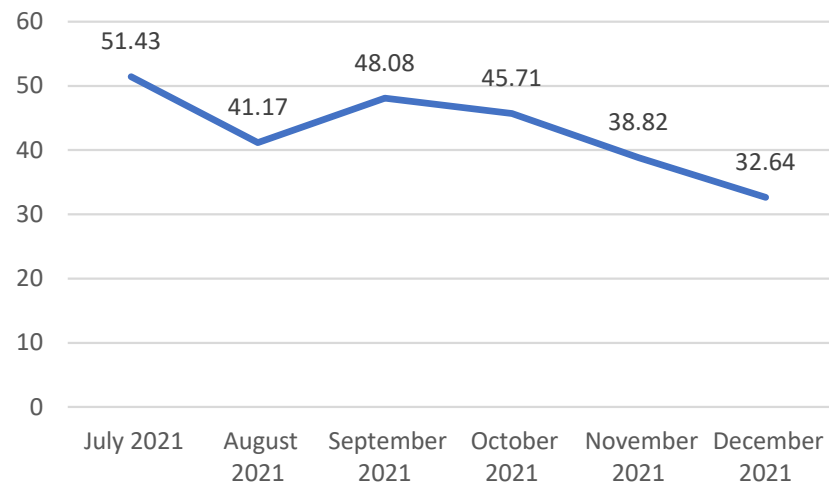


Patient Perception of Leader Rounding Jan 2021 - June 2021

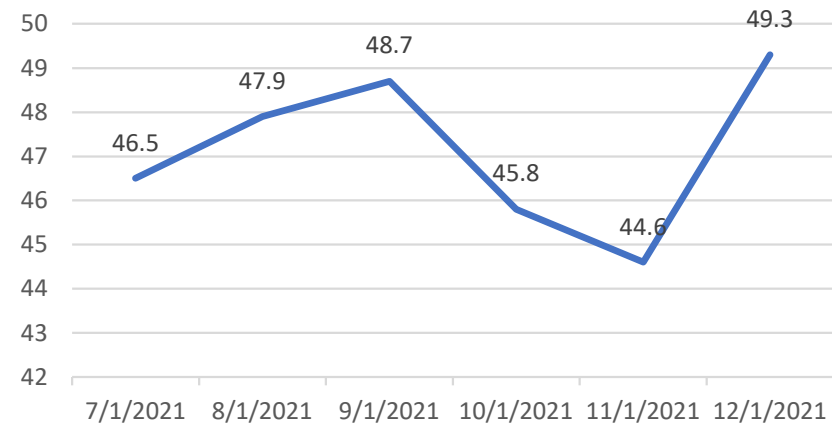


AH- CMC Main Inpatient

Nurse Leader Rounding July 2021 - Dec 2021



Patient Perception of Leader Rounding July 2021 - Dec 2021



Questions/Discussion

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References

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- McFarlan, D., Simmons, E. (2018). Nurse-Leader Collaborative Improvement Project: Improving Patient Experience in the Emergency Department. *Journal of Emergency Nursing*, Mar 45(2): 137-143. Retrieved from <https://pubmed.ncbi.nlm.nih.gov/30591243/#:~:text=Introduction%3A%20Studies%20show%20that%20nurse,patients'%20hospital%20experience%20as%20well.>
- Tothy, A. S., et. Al (2018). Transforming care through bedside leader rounding: Use of handheld technology leads to improvement in perceived patient satisfaction. *Patient Experience Journal* 5 (3), pp. 41-46.

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Questions?

In-person

1. Wait for the microphone
2. Please stand
3. Provide us your name & location of your organization
4. Ask your question

Virtual

Add your questions to the question box.

Ask a Question