

August 2022

NRC Health Connections



Gathering Insights – Inspiring Understanding



Regional Summit

Register at go.nrchealth.com/summit22_MN

IN-PERSON EVENT
November 3, 2022

Minneapolis, Minnesota
W MINNEAPOLIS - THE FOSHAY




Recording Link and Roadmap

Key sections of the Connections Session are listed below, with the associated time within the [video recording](#)

	Slide	Time
Nurse Leader Rounding (NLR) Definition	7	03:20
Nurse Leader Rounding Impact	8,9	05:59
Discussion	11	08:46
Improvement Resource	15,16	52:22
The Huddle	17	53:33
Upcoming Events	18	54:24

Objectives

- Review the importance of nurse-leader rounding
- Discuss ways to sustain nurse-leader rounding efforts

A woman with long dark hair, wearing a red jacket over a white sweater, is smiling and listening intently. Her hands are clasped together. In the background, another woman with dark hair is partially visible, gesturing with her hand. The setting appears to be an indoor space with a chalkboard in the background.

28TH ANNUAL NRC HEALTH SYMPOSIUM

Human Understanding— Connecting through stories

AUGUST 21–23, 2022 | SEATTLE, WA

nrc
HEALTH



Regional Summit

Register at go.nrchealth.com/summit22_MA

IN-PERSON EVENT
November 15, 2022

Boston, MA
W BOSTON

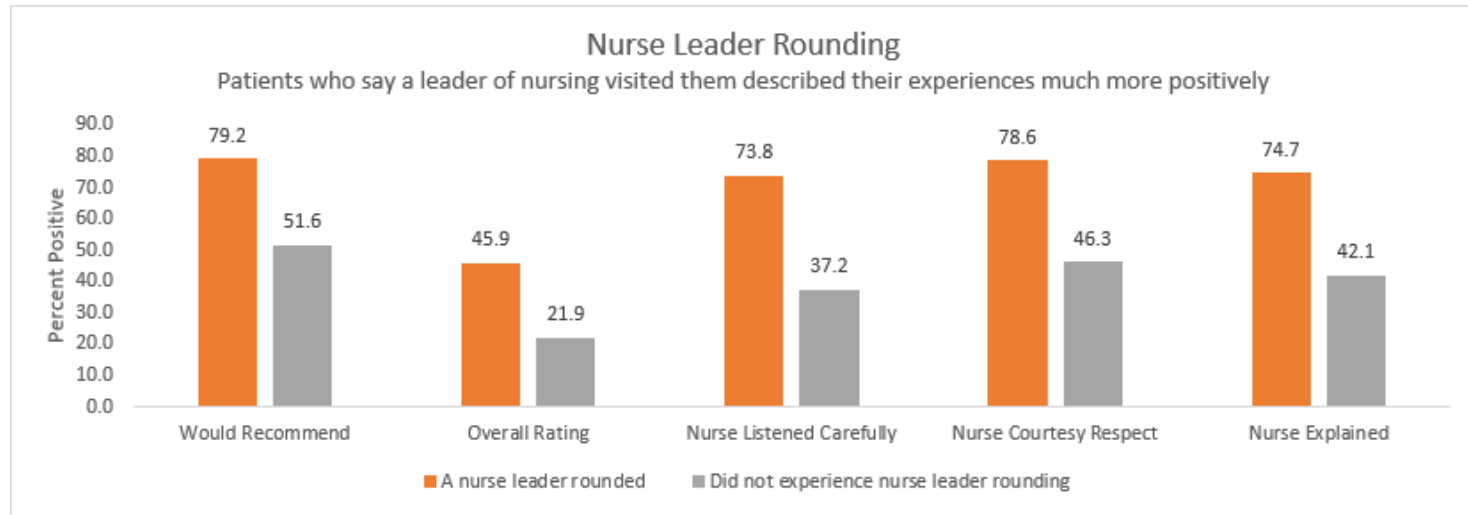


Nurse Leader Rounding

An evidenced-based best practice in which unit/department-level nurse leaders visit patients to:

- Demonstrate strong, visible leadership
- Ensure that patients' needs are met, and patients feel comfortable and safe
- Address concerns, complaints, or disappointments
- Observe and address issues with the room/space/environment
- Mange-up staff and solicit recognition/praise that can be shared with staff

Nurse Leader Rounding positively impacts several dimension of care



Limited to Inpatient data July 1 2021- June 30 2022

Patients who said a nurse leader visited them during their stay were **1.5 times** as likely to be promoters compared to patients who said they were not visited by a nurse leader.

Limited to Inpatient data July 1 2021- June 30 2022

Poll

Do you have a nurse leader rounding program right now?

Poll Results:

- Yes = 78%
- No = 22%

Discussion

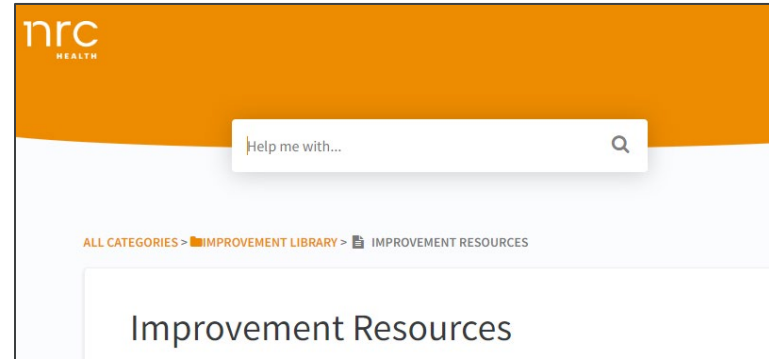
- Describe your nurse leader program.
- How have you adapted the practice to accommodate what is happening in your organization today?
- How have you used technology to enhance the process?
- How do you ensure that rounding is happening and that it is impactful?

Discussion Highlights

- Be flexible with the target number of patients to visit each day. While the goal should be 100%, do what is realistic based on the challenges of the day
- Invite clinical and non-clinical leaders to round
- Rounding technology can be used and takes on many forms, including partnering with a vendor or leveraging existing technologies such as Microsoft Documents or Survey Monkey
- Training is important to ensure rounding happens effectively
- Recognizing staff is a critical part of the rounding process

Improvement Resource

Improvement Resource documents highlight evidence-based best practices, explain why they're important, share research to validate the practice, and provide suggestions for implementing and sustaining the practice.



* Please note, If you are logged into Real-time, click on the image to navigate to the resource or landing page.

Nurse Leader Rounding Improvement Resource



nrc | Human Understanding
HEALTH | Behind every person is a story...

Nurse leader rounding

Framework for nurse leader rounding

Bring nurse leaders together to co-design the rounding program. Involving nurse leaders in the design helps with buy-in, ownership, and accountability for rounding. The rounding framework begins with who will round and how many patients to visit:

Who will round

Expand the definition of *nurse leader* to include directors, managers, assistant directors/managers, team leaders, charge nurses, and nurse educators, so the responsibility of rounding can be shared with many leaders.

How many patients to visit

Rounding on 100% of patients every day is preferred and can be challenging. To manage workloads, nurse leaders sometimes target rounding efforts. For example:

- Round on all new admissions: Creates a great first impression. Welcome patient to the unit/department; manage expectations; ensure seamless transitions between units/departments.
- Round on patients before discharge/end of visit: Creates a memorable last impression. Make sure there is clarity on plan of care and next steps; reiterate discharge instructions; thank the patient for trusting the organization.
- Round on patients by nursing assignment: Streamlines the process of recognizing and coaching frontline nurses.
- Round on patients in need of service recovery: Least preferred, as it dis-empowers frontline staff who can own service recovery situations. Of course, RN leaders should be included in recovery efforts when needed.

Intent for use:

- Engage nurse leaders to develop a rounding program that they can embrace.
- Encourage creativity and flexibility
- Highlight practices that work in many organizations
- Compliment the Huddle Video

* Please note, If you are logged into Real-time, click on the image to navigate to the resource or landing page.

The Huddle



* Please note, If you are logged into Real-time, click on the image to navigate to the resource or landing page. .

What's Next

Date	Event/Resource	Where to Locate
8/30	Connections Call Addressing Disruptive Patient/Visitor Behavior	Register
9/01	New Huddle video release	Real-time Resources
9/01	Discharge Process Improvement Resource Release	Real-time Resources
9/13	Connections Call Improving the Discharge Process	Register
9/27	Connections Call Navigating Healthcare's Shifting Staffing Landscape	Register
Monthly	Patient No Longer Podcast	Subscribe

Contact Information



Toya Gorley

Improvement Advisor

tgorley@nrhealth.com



Alissa Wood

Collaboratives Manager

awood@nrhealth.com



Jill Ellis

Solutions Expert, Magnet and Nursing Leadership

jellis@nrhealth.com