



# Responding To Patient Needs

## Meet Me In The Middle → ❤️ ← 2-Hour Walk In Your Rounding Shoes

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### BACKGROUND/SIGNIFICANCE

- One East (1E) is a 15-bed, inpatient Telemetry/Geriatric unit with majority of patients older than 65 and require complex care needs.
- **Validation for project:** HCAHPS responses to **Call button responsiveness** and **toileting responsiveness** were not meeting our unit goals
- **Goal:** Benchmark goal is for 1E to rank 80<sup>th</sup> percentile.
- Project aims at improving patient satisfaction scores within the 'responsiveness' domain

### PICO(T) QUESTION

**P** Population, **I** Interventions, **C** Comparison, **O** Outcome, **T** Timeline

**P** For the **Patients** on a geriatric unit, who fill out the HCAHPS

survey questions regarding response of hospital staff,

**I** will the **implementation** of a 2-prong project: examining interdisciplinary workflow dynamics/culture, and peer to peer real-time patient care rounding education

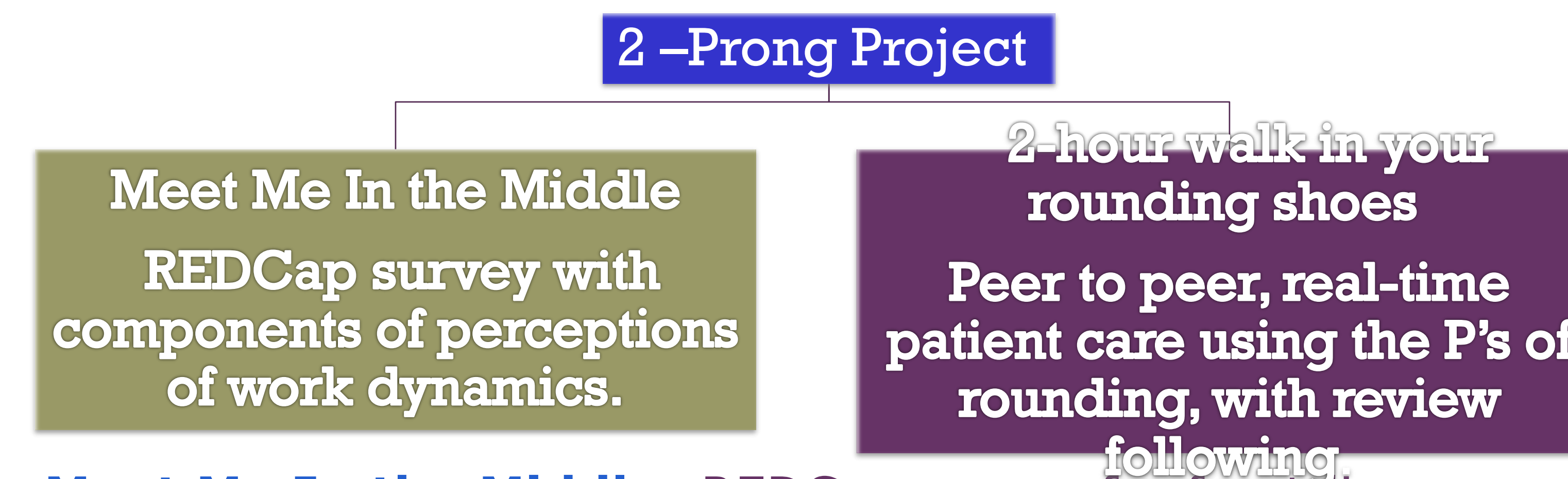
**C** **compared** to not exploring work culture and mentoring of hourly rounding

**O** Improve scores/perceptions of call bell/needs responsiveness.

### EVIDENCE SYNTHESIS

- Implementation of an intentional rounding structured process, whereby nurses and nursing assistants carry out regular checks using a standardized protocol to address issues such as **positioning, pain, personal needs, and positioning** can have improved patient outcomes, and patient and staff satisfaction (Harris; Sims; Levenson, 2017).
- Ineffective organized structured care and suboptimal teamwork processes are a public health issue. (Rosen, Diaz Grandados; Dietz; 2019).

### METHODS/EBP CHANGE



**Meet Me In the Middle:** REDCap survey for front-line staff. Questions geared towards ascertaining perceptions of Registered Nurses (RN), Nursing Assistants (NA) and Tele Techs, regarding workflow dynamics and interprofessional relationships. Overall question we asked was, **"Can more effective hourly rounding be achieved through examining the teams' perceptions of teamwork?"** Survey highlighted disconnects/gaps, which can be avenues for further evidenced-based studies regarding relationships between teamwork and patient outcomes.

**2-Hour "Walk In Your Rounding Shoes" Rounding Ambassadors** 1:1, peer to peer, real-time patient care rounding, with review/feedback afterwards. Folders were provided to staff containing P's of hourly patient-care rounding, REDCap survey results with bulleted highlights, key points to remember when rounding, and benefits of rounding: **improve efficacy, outcomes, and patient satisfaction.**

### CONCLUSION/IMPLICATIONS

- **Results** of the top box scores shows an **increase** from last years scores for the responsiveness domain questions. Averaging **69.8% for Call Button Response** and **56% for Toileting response from February 2023-October 2023.**
- Although benchmark scores of 80% not reached yet, with the heightened awareness of importance of rounding, and the continued 'walk in your rounding shoes', the team is confident goals will be met.
- **Purposeful, patient-centered rounding and quick call bell response** is best practice to routinely meet patients care needs, ensure patient safety, proactively address problems/events before they occur, and create a patient/caregiver feeling of trust.

### SUSTAINABILITY PLAN

- Include topic at **shift change briefs** and **CCC meetings.**
- **Rounding Ambassadors** to educate/lead by example, the **P's of hourly rounding** to new hires and reinforcement for all team members.
- Post **laminated P's of Rounding** to other units.

### DISSEMINATION PLAN

- Present project to local/regional health systems.
- Continue to analyze REDCap survey results for future practice changes.
- Speak to other units/Northwell systems about our idea of Rounding Ambassadors. Encourage to adopt.
- Hand-outs / Publish project.

### REFERENCES

Harris; Sims; Levenson. (2017). What aspects if intentional rounding work in hospital wards, for whom and in what circumstances? A realistic evaluation protocol.

Rosen; Diaz Grandados; Dietz, (2019). *Teamwork in Healthcare: key discoveries enabling safe, high-quality care.*

### ACKNOWLEDGEMENTS

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### OUTCOMES-TIMELINE/SCORES

