Leader Rounding on Patients

Julie Kennedy, RN
Coach
Leader Rounding on Patients is the Validation for the Patient Excellence Care Model

Reference: Studer Group Patient Care Model
Evidence Based Leadership (EBL)

STUDER GROUP:

- Leader Evaluation
- Leader Development
- Must Haves<sup>SM</sup>
- Performance Gap
- Standardization
- Accelerators

Aligned Goals
- Implement an organization-wide leadership evaluation system to hardwire objective accountability
- PILLAR GOALS
- LEM
- LDI

Aligned Behavior
- Rounding
- Thank You Notes
- Employee Selection
- Pre and Post Phone Calls
- Key Words at Key Times ~AIDET
- Re-recruit high and middle performers
- WHAT WILL YOU TOLERATE

Aligned Process
- Staff Eval Mgr (SEM)
- Discharge Call Manager (DCM)
- Leader Eval Mgr (LEM)
- Rounding Mgr
- Idea Express

“ALWAYS” LEADERSHIP
Remember....
Rounding

• Leader Rounding on employees
• Leader Rounding on patients and family
• Rounding on internal customers
• Hourly Rounding and Rooming and Rounding
What All Types of Rounding Have in Common

• **Proactively**, engaging, listening to, communicating with and supporting our most important customers (family, employees, patients, physicians, and other departments)

• The exact opposite of an open door policy
Leader Rounding on Patients

“Did a Nurse Manager Visit You During Your Stay?”

Tactic and Tool Implemented:
Leader Rounding

Source: New Jersey Hospital, Total beds = 781, Inpatient surveys received April 22-June 4, 2007, n=361 surveys (55%=YES; 44%=NO)
Leader Rounding on Patients

Patient Perception Overall Ranking

Tactic and Tool Implemented:
Leader Rounding

Leader hardwired\textsuperscript{SM} rounding on 100% of patients daily

Source: Virginia Organization, Admissions: 16,776, Bed size: 330, >1600 employees, Employees=1652
Patient Satisfaction of Patients Rounded On Versus Not Rounded On

Tactic and Tool Implemented:
Nurse Leader Rounding

Percentile Ranking

<table>
<thead>
<tr>
<th>No</th>
<th>Yes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2%</td>
<td>45%</td>
</tr>
</tbody>
</table>

Patients who responded to the survey that were or were not rounded on by a nurse leader.
**Leader Rounding and HCAHPS**

<table>
<thead>
<tr>
<th>HCAHPS Domain</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Nurse communication (Q1-3)</strong></td>
</tr>
<tr>
<td><strong>Physician communication (Q5-7)</strong></td>
</tr>
<tr>
<td><strong>Received help quickly when needed (Q4, Q11)</strong></td>
</tr>
<tr>
<td><strong>Pain well controlled (Q13-14)</strong></td>
</tr>
<tr>
<td><strong>Medications explained (Q16-17)</strong></td>
</tr>
<tr>
<td><strong>Room and bathroom kept clean (Q8)</strong></td>
</tr>
<tr>
<td><strong>Area around room quiet at night (Q9)</strong></td>
</tr>
<tr>
<td><strong>Discussed instructions before coming home (Q19-20)</strong></td>
</tr>
</tbody>
</table>
How many of you ever left your significant other to baby-sit?

- Did you round on him?
- Did you round on his “patient?”
Rounding on Patients and Family

- Connects the dots
- Is real-time
- Is proactive
- Gathers information for reward and recognition
- Gathers information for coaching
- Presents an opportunity for service recovery
Patient and Family Rounding

1. Use AIDET
2. Manage Up
3. Think of it at Quality Improvement
4. Think of it as Safety Checks
Rounding Log
• The person at the table who has had a recent healthcare experience is your ‘patient’
• Key issue is “informed about delays” and “explanation of tests and treatments”
• Round on your patients
• Use log
• Don’t forget to use very good AIDET
Inpatient or Outpatient?

- What is different?
- What is the same?
Introduce yourself but don’t state your title, do not tell the patient or family that you want them to receive very good care, don’t ask any questions and especially avoid drill-down questions, press the flesh, smile and get out as fast as possible!
Rounding on Patients

• Rounding logs are not optional
• Review rounding logs at supervisory meeting (1:1 meeting model)
• Think of the “what and why” of rounding, it will direct your understanding
Linkage
Healthcare Flywheel

- Prescriptive To Do’s
  - AIDET
  - ROUNDING

- Self-Motivation

- Results Tied To Each Pillar

Purpose, worthwhile work and making a difference