

# Round, Round, Don't Let Your Patients Down: **A Falls Prevention Project** Nicole Seraphine MS, BSN, RN; Holli Roberts MSN, RN and the 5 Park Neuroscience Staff **Baptist Hospital East Louisville KY**



#### Reinforcement

- Individuals who performed well on peer-to-peer observation checks were recognized.
- Manager and charge nurses rounded on patients to check satisfaction and compliance. • Education and a rounding competency was added to the
- annual skills validation day. • Data were used to set goals. Consistent reminders were provided through e-mail, signs and presentations at staff
- meetings.

### Established Champions

- Identified individuals who were strong leaders.
- Included Unit Based Shared Governance members and charge staff to promote project and buy in.
- Used a "Train the Trainer" approach. Each newly trained champion was responsible for educating 5 more people.

# Round, Round, Round, Round Joh't let your

#### Monitoring

- Falls data were tracked and reviewed at staff meetings. Comparison to NDNQI was used to check performance. Patient satisfaction reports were monitored and consistently shared with staff. Manager and charge nurses monitored logs for completion.
- A Rounding Resource Team was developed to observe peers and identify anyone doing a great job.

#### Staff Education

- Provided Power Point © presentations and shared **Evidence Based Practice articles** on rounding at staff meetings.
- Used a "Train the Trainer" • approach.
- playing scenarios and return demonstration practice sessions. Required staff to attend a Key Words at Key Times class and customer service skills training.

#### Keys to Success

 Staff ownership and peer-to-peer accountability. Consistent coaching by clinical manager. • The staff buy-in to rounding increased as scores improved. Creative educational components that helped keep the topic in front of staff. • One key phrase "Round, Round, Round, Don't Let your Patients Down!" was a clever way to remind staff about the impact of rounding.

#### Review of Literature

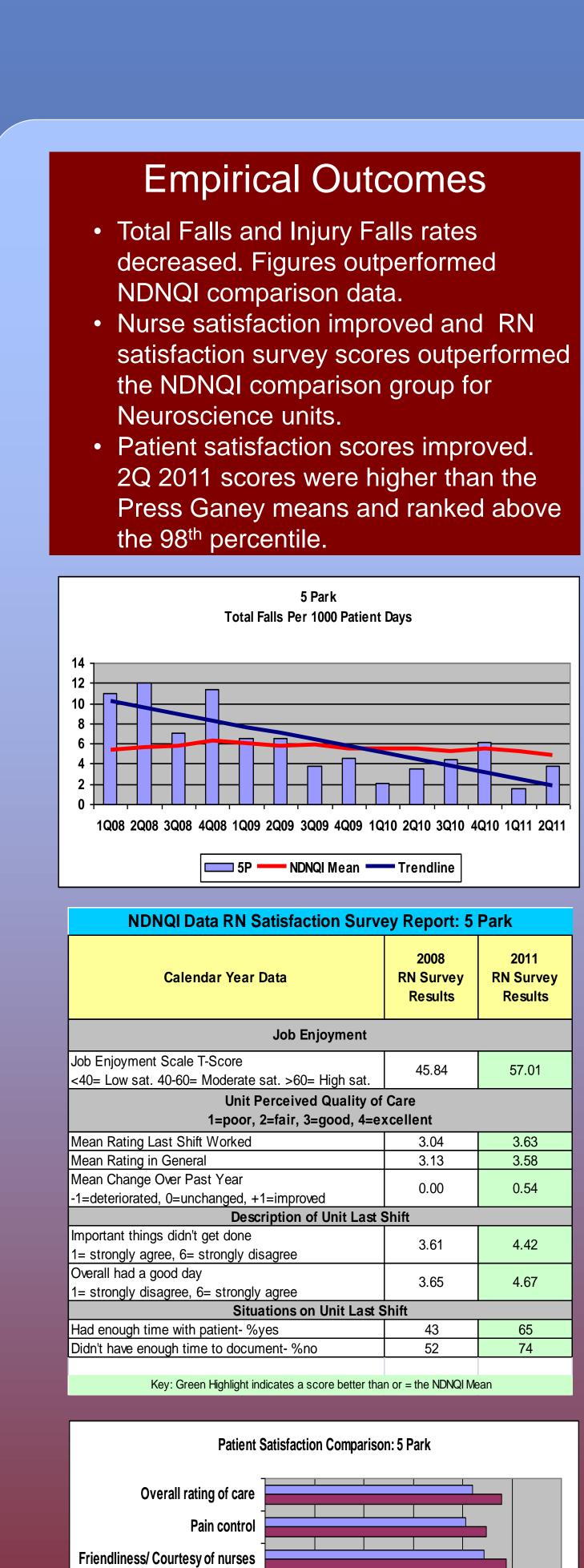
Research showed a positive correlation between purposeful rounding and improved clinical outcomes including falls prevention.

• Service rounding is a basic Studer principle. It should include a focus on the use of key words. Rounding is also supported by Press Ganey' to positively impact patient satisfaction.

## Rounding Log

- Viewed templates from other facilities.
- Developed a log to prompt staff with examples of scripting and document compliance.
- Piloted the first draft of log.
- Surveyed staff and revised log based on employee comments simplifying the process and reducing duplicate documentation. Developed guidelines for an hourly process and performed a daily monitor.

Developed a competency with role



Response to complain Promptness response to ca Attitude toward request Likelihood of recommending

