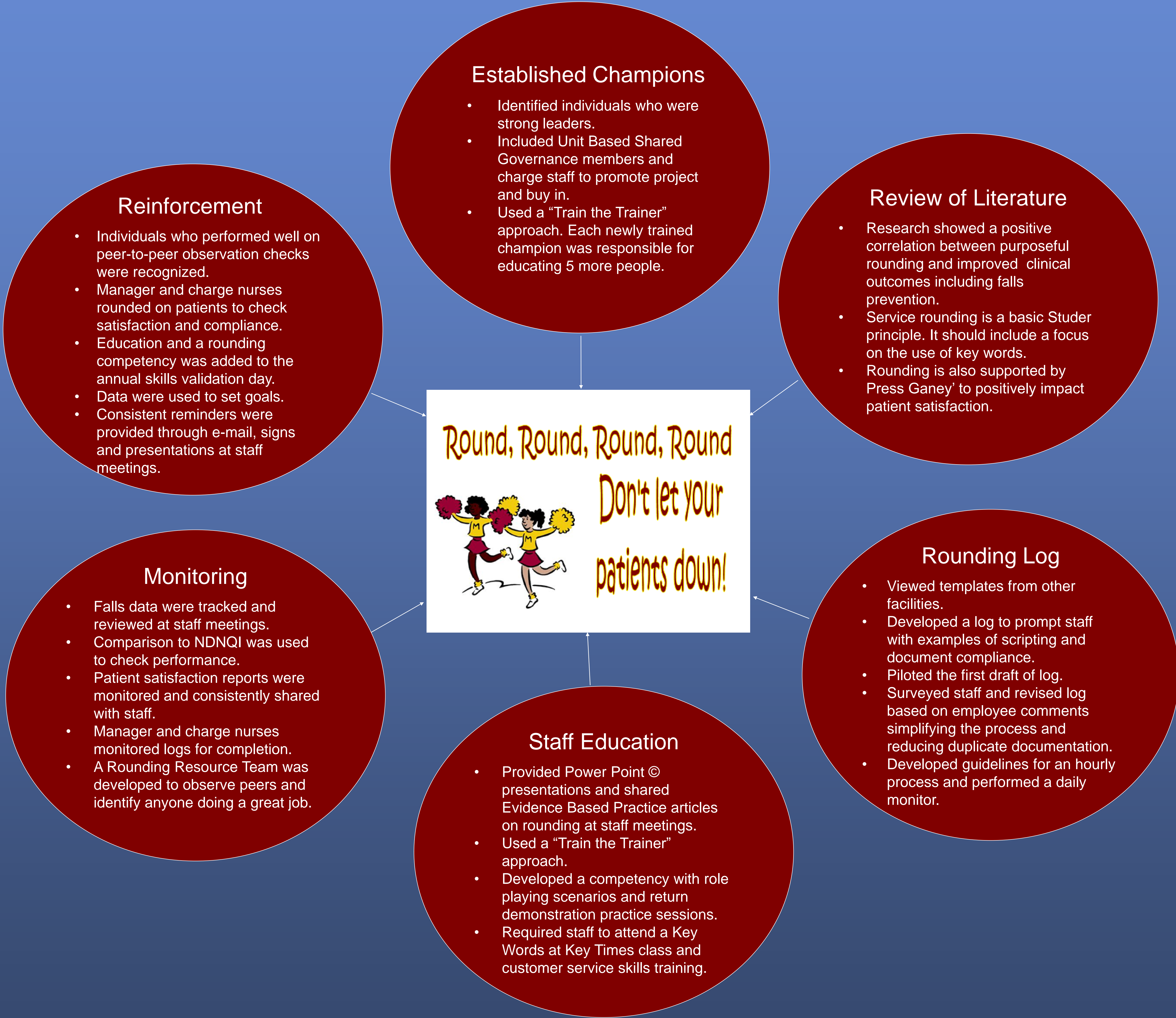
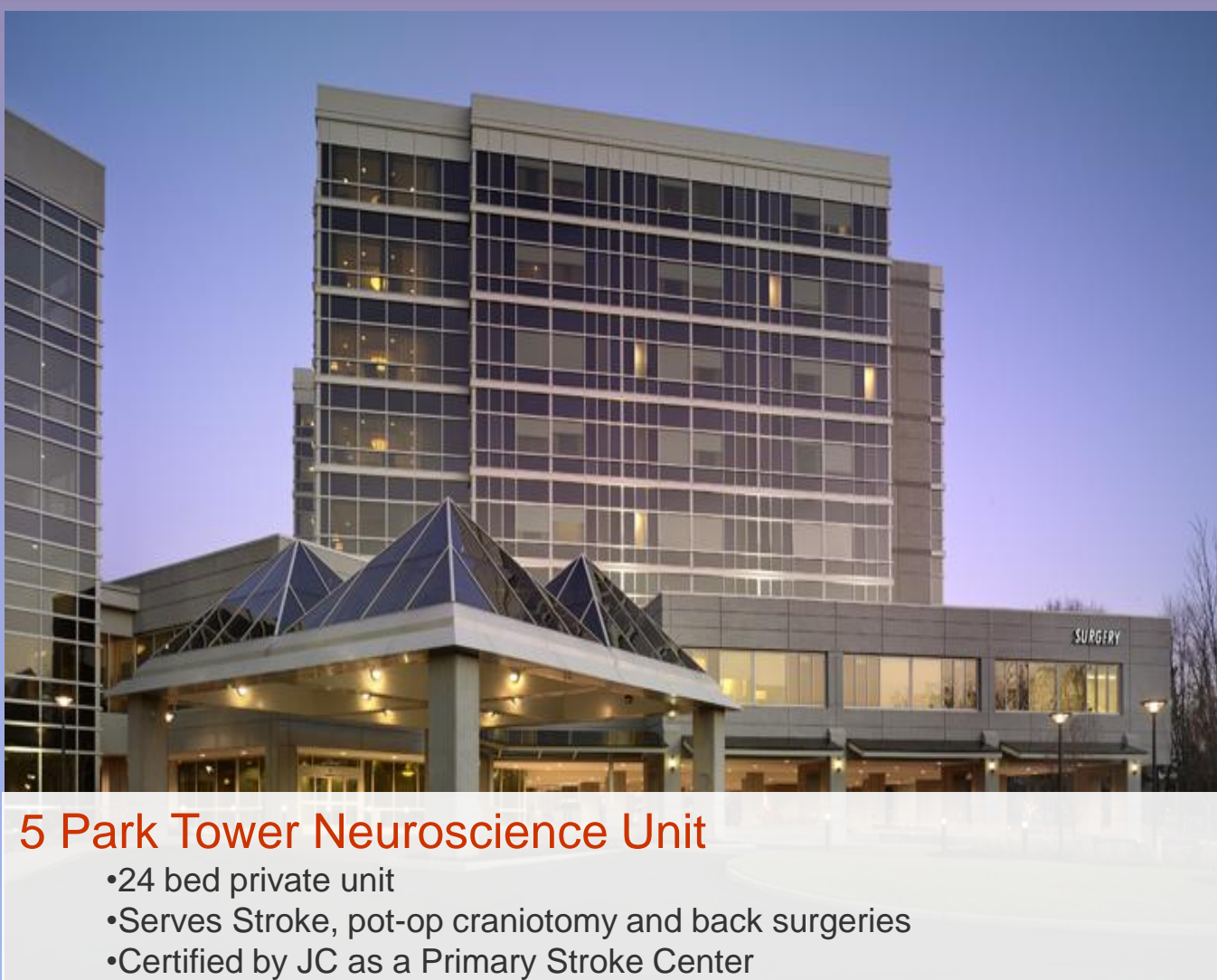


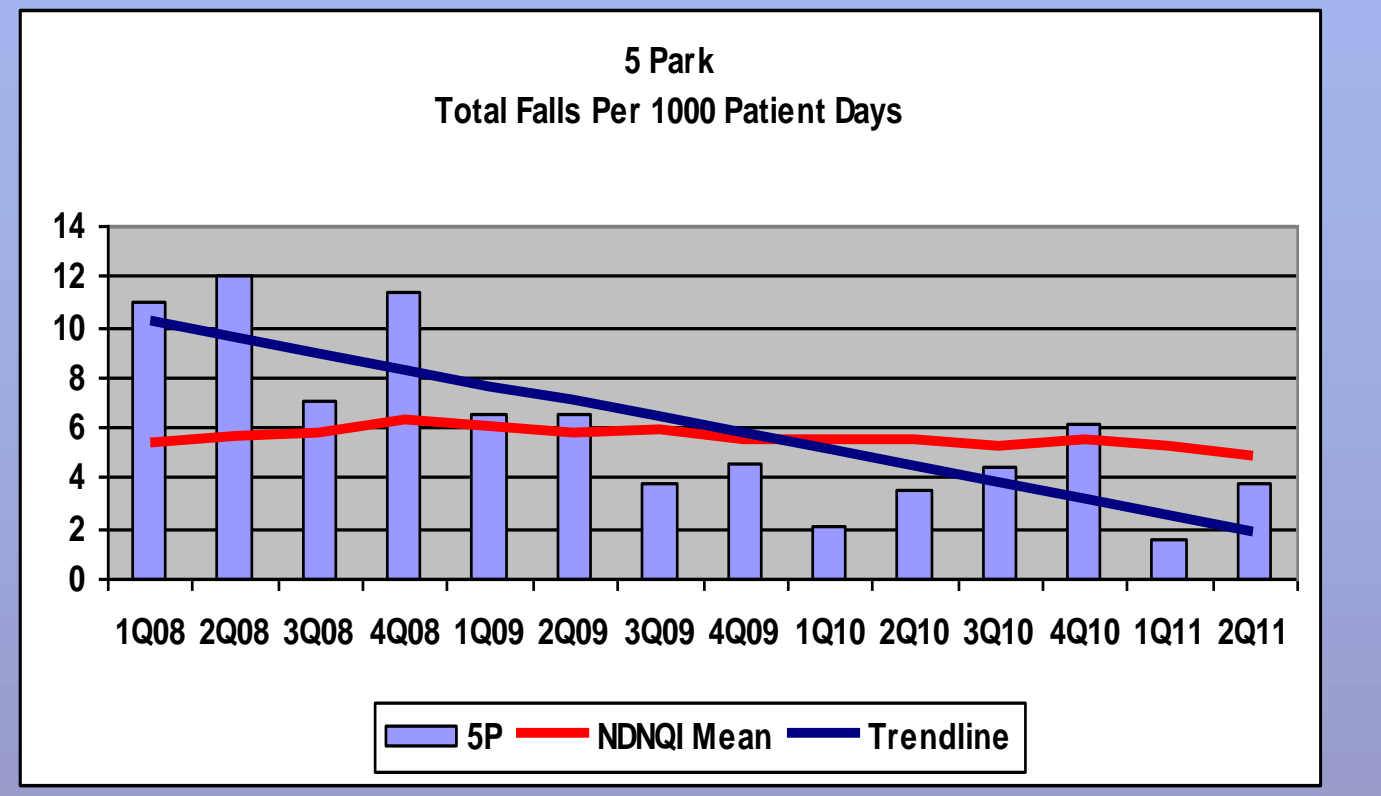
Round, Round, Don't Let Your Patients Down: A Falls Prevention Project

Nicole Seraphine MS, BSN, RN; Holli Roberts MSN, RN and the 5 Park Neuroscience Staff
Baptist Hospital East Louisville KY



Empirical Outcomes

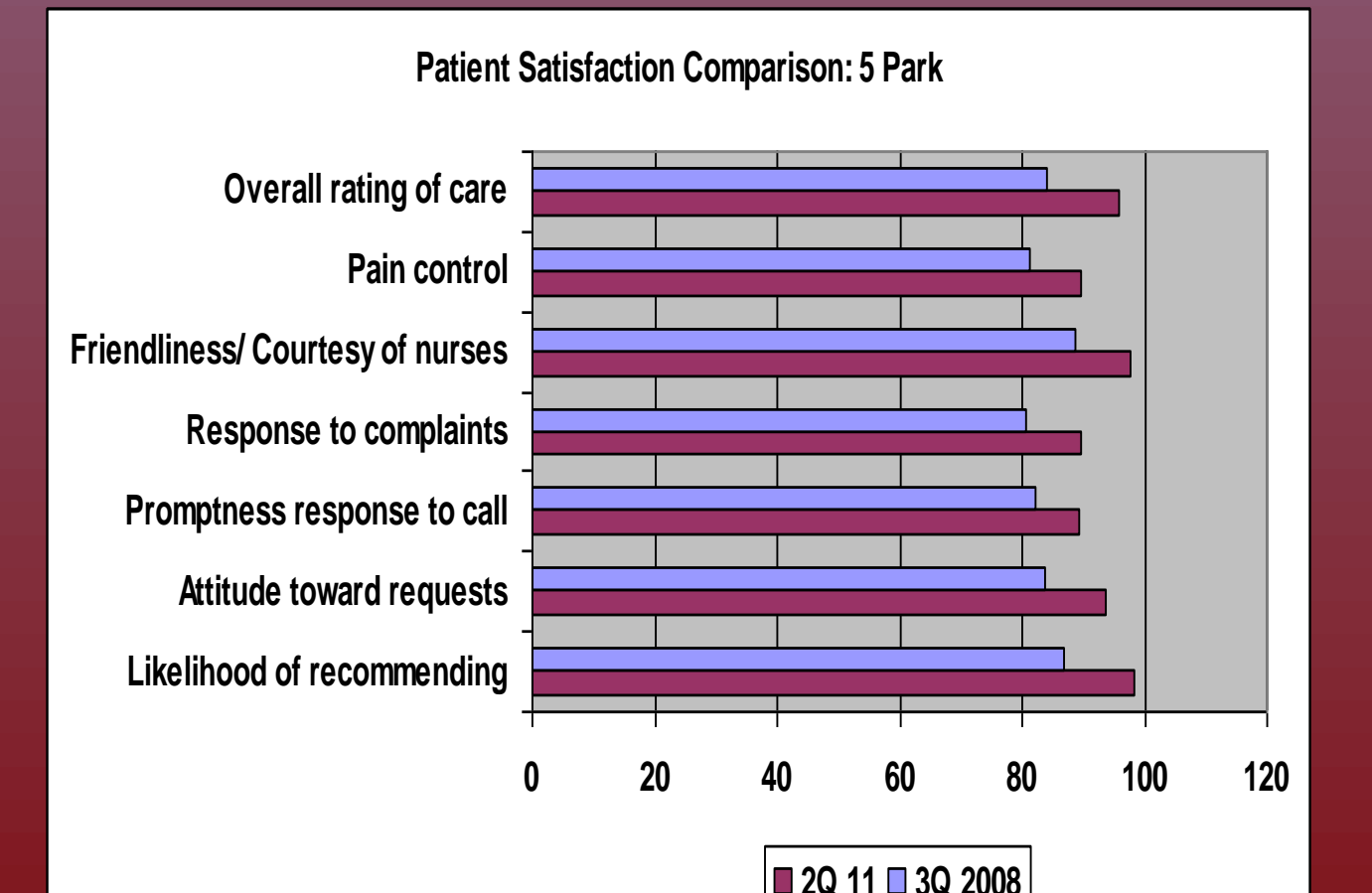
- Total Falls and Injury Falls rates decreased. Figures outperformed NDNQI comparison data.
- Nurse satisfaction improved and RN satisfaction survey scores outperformed the NDNQI comparison group for Neuroscience units.
- Patient satisfaction scores improved. 2Q 2011 scores were higher than the Press Ganey means and ranked above the 98th percentile.



NDNQI Data RN Satisfaction Survey Report: 5 Park

Calendar Year Data	2008 RN Survey Results	2011 RN Survey Results
Job Enjoyment		
Job Enjoyment Scale T-Score	45.84	57.01
Unit Perceived Quality of Care		
1=poor, 2=fair, 3=good, 4=excellent		
Mean Rating Last Shift Worked	3.04	3.63
Mean Rating in General	3.13	3.58
Mean Change Over Past Year	0.00	0.54
-1=deteriorated, 0=unchanged, +1=improved		
Description of Unit Last Shift		
Important things didn't get done	3.61	4.42
Overall had a good day	3.65	4.67
Situations on Unit Last Shift		
Had enough time with patient- %yes	43	65
Didn't have enough time to document- %no	52	74

Key: Green Highlight indicates a score better than or = the NDNQI Mean



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.