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

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**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.

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**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.

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**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.

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**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.

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**Rounding Log**
- Viewed templates from other facilities.
- Developed a log to prompt staff with examples of scripting and document compliance.
- Potted 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.

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**Staff Education**
- Provided Power Point® presentations and shared Evidence Based Practice articles on rounding at staff meetings.
- Used a “Train the Trainer” approach.
- Developed a competency with role playing scenarios and return demonstration practice sessions.
- Required staff to attend a Key Words at Key Times class and customer service skills training.

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**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.

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**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.

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**NDNQI Data RN Satisfaction Survey Report: 5 Park**

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**Falls data tracked and reviewed at staff meetings.**

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**RN Survey Results 2008 vs 2011**