

Evidence-based Approach To Improving Patient Safety

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Purpose

- At Long Island Jewish Medical Center, clinical excellence and patient experience have become a top priority. Our goal is to excel in all areas of patient satisfaction and patient care.
- Utilizing a collaborative team approach, Nursing Leadership, frontline Registered Nurses and Patient Care Associates from various service lines identified an evidence-based approach to reduce falls and improve patient satisfaction.

Significance

Research shows that proactive nursing hourly rounding increases patient satisfaction, reduces falls and call lights usage when performed in standardized and consistent manner. Regular patient rounding creates an opportunity to anticipate and meet the basic patient care needs through a proactive nursing intervention. Hourly rounding has shown to decrease hospital acquired pressure ulcers and improve staff satisfaction.

Strategy and Implementation

- Nursing leadership and frontline staff worked collaboratively and developed the Proactive Nursing Hourly program based on the 4Ps model. In September 2011, the program was implemented after 60 educational sessions incorporating case studies were provided to frontline RNs and PCAs
- Rounding script was developed and rounding behaviors were incorporated into the hourly rounding competency.
- Unit ownership and accountability were established by having the Nurse Manager and Assistant Nurse Manager speak with patients/family daily to assess their perspective of the hourly rounding experience

Strategy and Implementation

- Audit and feedback by nursing leadership to ascertain compliance
- Ongoing leadership support and staff willingness to change practice were key in the successful implementation

Hourly Rounding Process

The physical presence of direct care provider in the patient's room hourly from 6am – 10pm and every 2 hours from 10pm - 6am and engaging the patient by addressing the 4Ps:

- Personal needs (toileting)
- Position
- Pain
- Possessions

Upon patient admission RN educates patients/family:

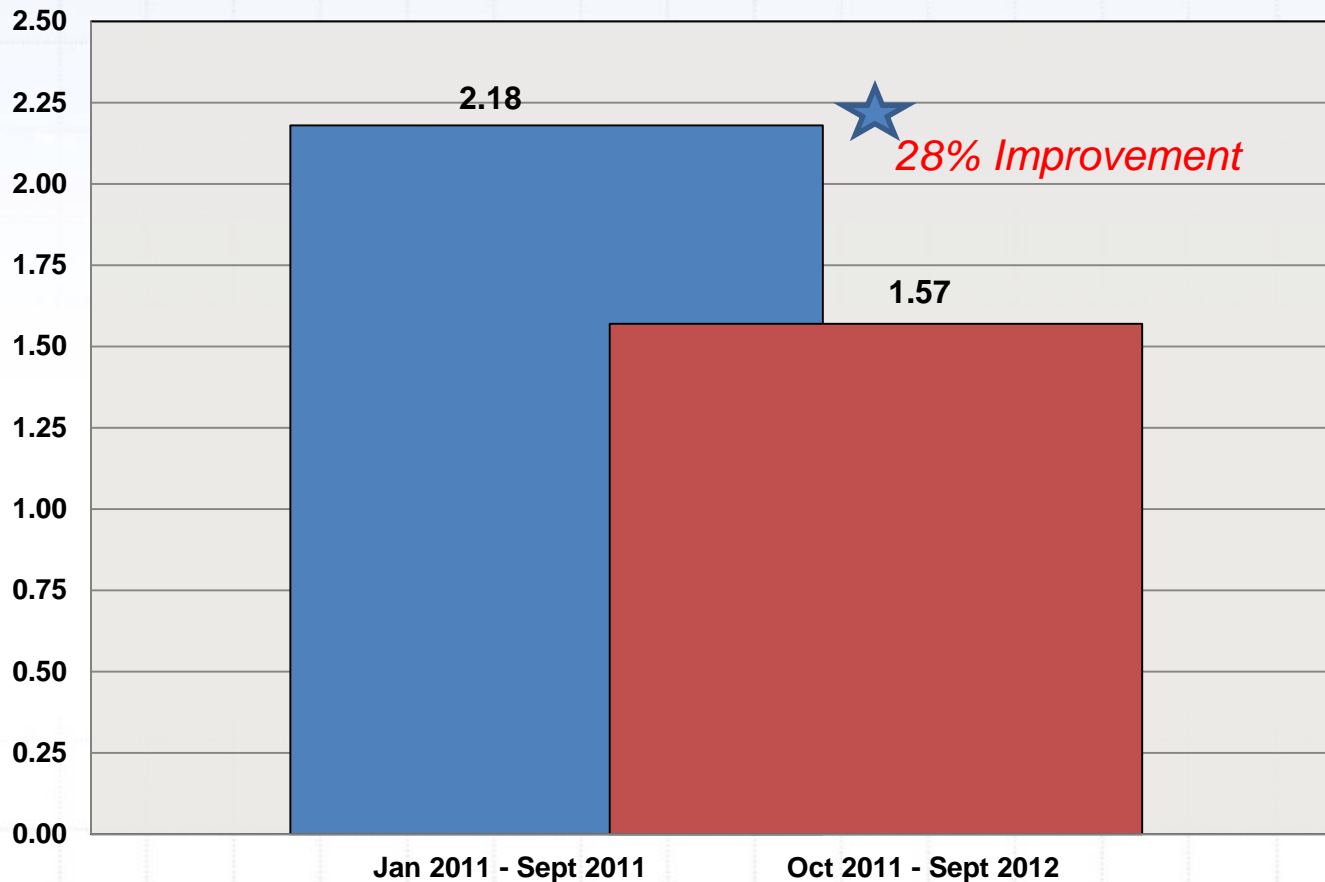
- 4Ps proactive nursing hourly rounding
- Rounding sheet

Hourly Rounding Process

- RN and PCA share and alternate rounding responsibilities
- Staff documents hourly or every 2 hours on rounding sheet
- Nurse Manager / Assistant Nurse Manager reviews rounding sheet during daily rounds

Results

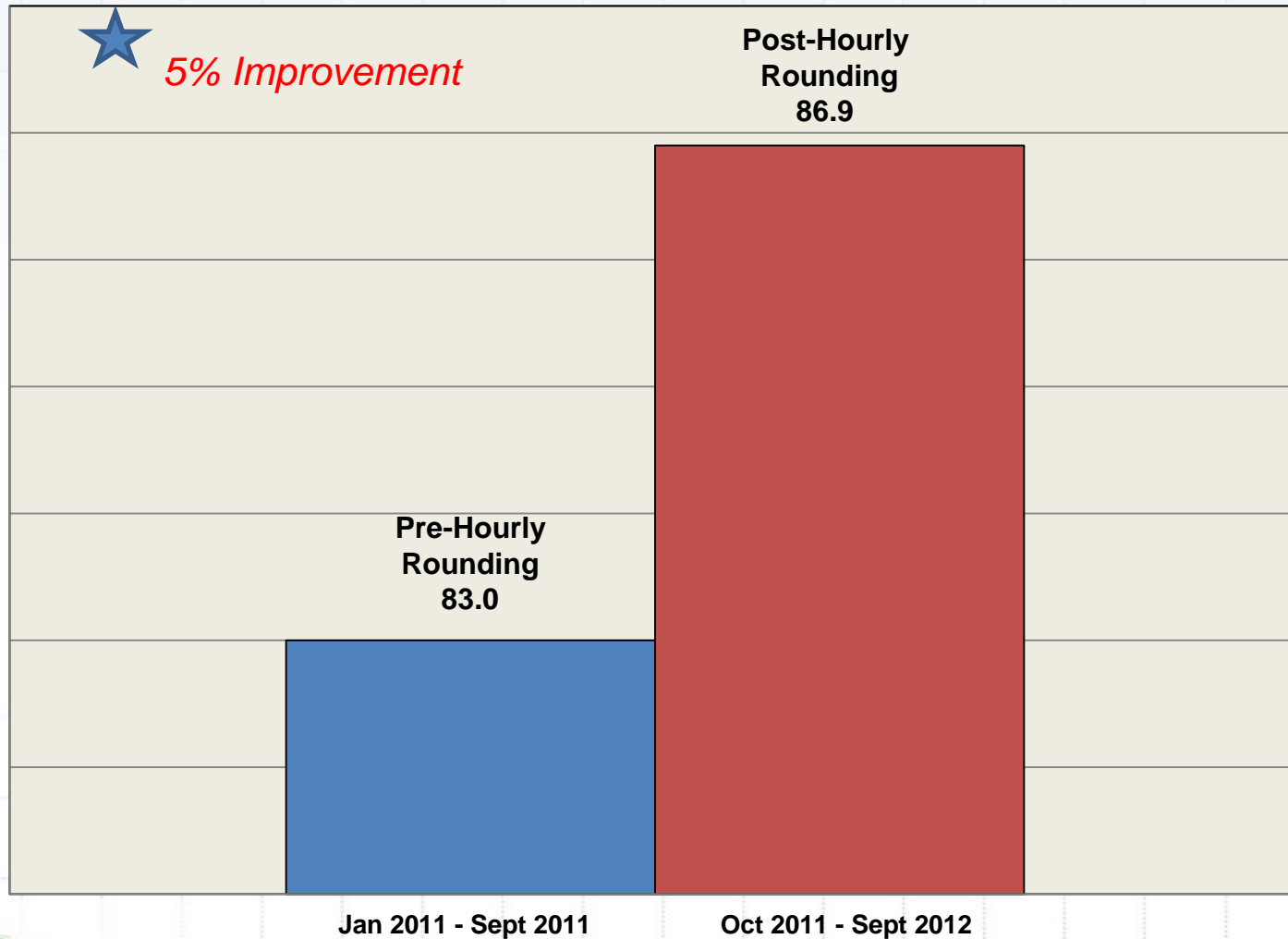
Inpatient Falls - Hourly Rounding



■ Pre-Hourly Rounding

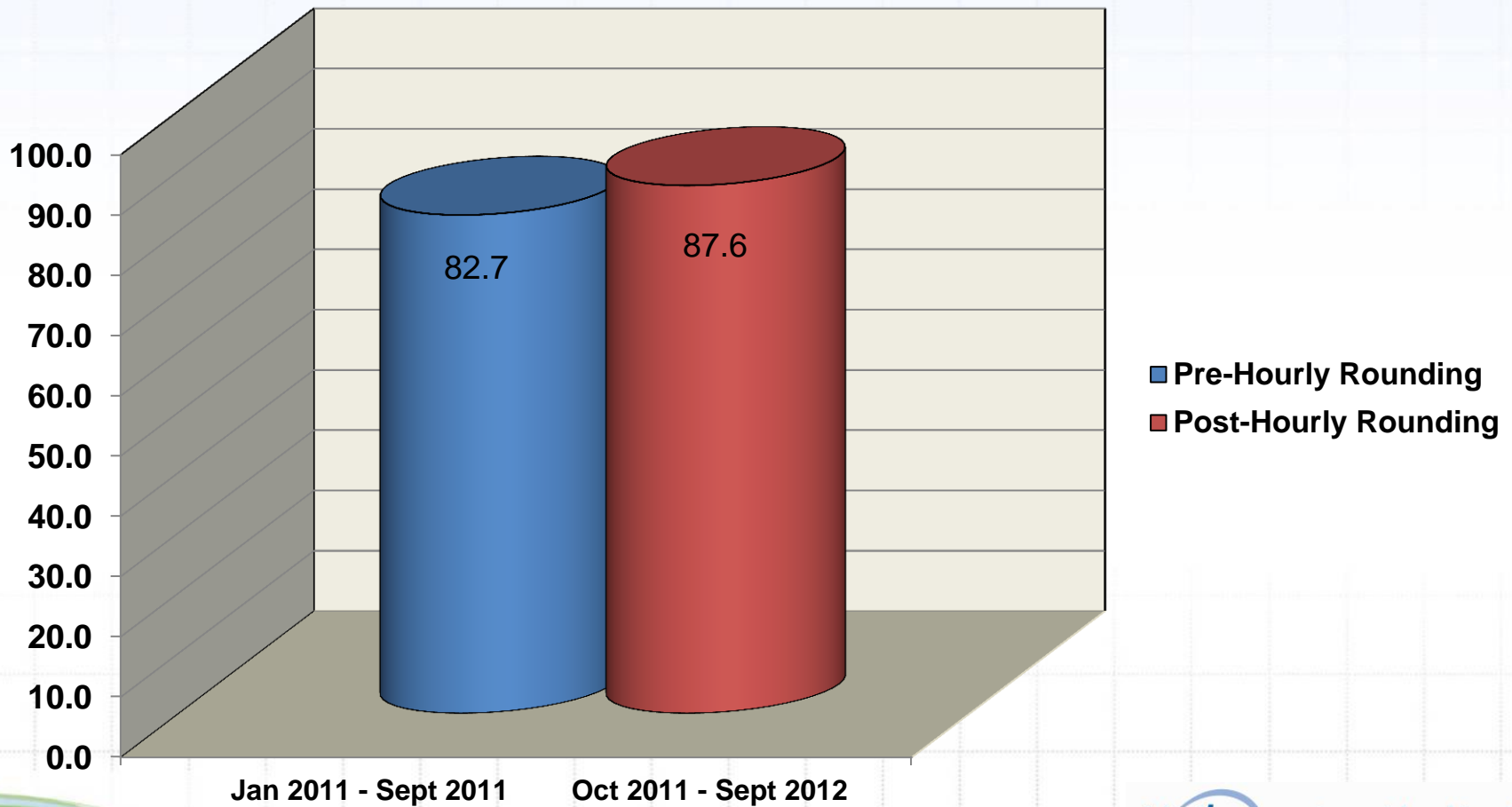
■ Post-Hourly Rounding

Hourly Rounding - Likelihood to Recommend

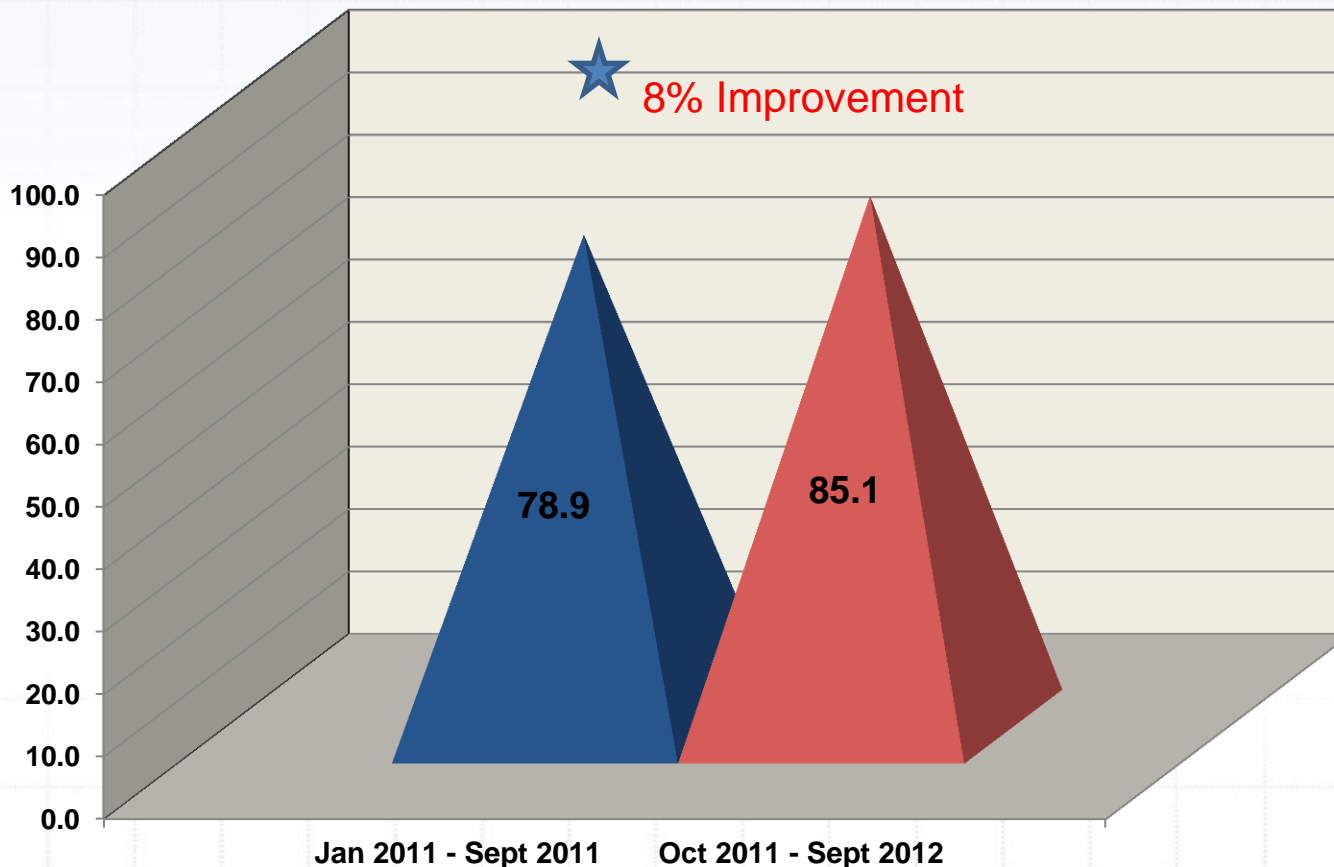


Hourly Rounding – Overall Nursing

★ *6% Improvement*



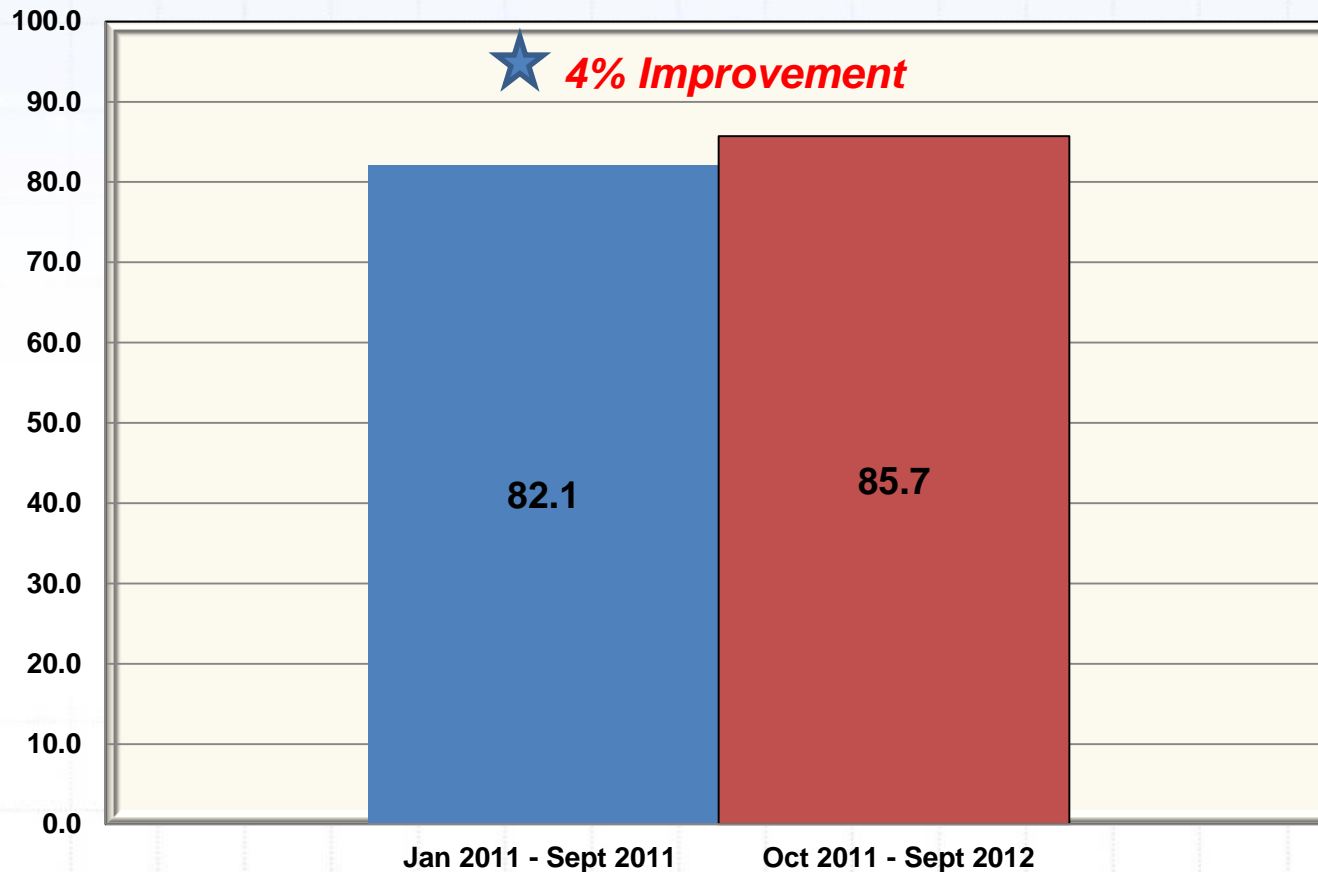
Hourly Rounding – Promptness Response to Call Bell



■ Pre-Hourly Rounding

■ Post-Hourly Rounding

Hourly Rounding – How Well Your Pain was Controlled



■ Pre-Hourly Rounding ■ Post-Hourly Rounding

Implications for Practice

4Ps Proactive Nursing Hourly Rounding:

- Evidence-based practice to improve patient safety and satisfaction
- Basic nursing practice can be done utilizing a collaborative team approach
- Ongoing leadership support, staff education, audit and feedback are key factors in the success
- A mechanism to ensure staff ownership and accountability is critical in sustaining the gain