Innovative Collaborative Rounding Approaches on a New Medical-Surgical Unit.

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Innovative Collaborative Rounding Approaches on a New Medical Unit

7BP Medical Surgical Unit
Lehigh Valley Health Network, Allentown, Pennsylvania

Background:
• New 18-bed medical unit
• Challenge: To initiate an effective interdisciplinary team approach to patient and family-centered care.
• Adult population, mostly geriatric
• 7 novice nurses (< 2 years experience)
• 7 experienced nurses (> 2 years experience)
• 12 out of 14 nurses were new to the network.
• Collaborative rounding explored as an opportunity to create positive interdisciplinary relationships in the early stages of unit development.

Collaborative Rounding Process:
• Who: Attending Physicians, Residents, Medical Students, Registered Nurses, Nursing Students, Director, Patient Care Specialist, Patient Care Coordinator, and Case Management.
• What: Patient Care Specialist checks with the Family Practice Residents at 0800 am to identify and review any special needs prior to the collaborative rounds.
• When: Daily, Monday-Friday at 10:30 am and as needed.
• How: In May 2009, the unit nursing managers collaboratively developed an educational offering for both resident and nurses with a focus on interdisciplinary relationships – nurses are given opportunity to participate in annual physician residency education.

Findings:
• All nurses were newly employed or transferred from other units.
• Comfortable, open communication takes time.
• Initially, residents and medical students were not familiar with the valuable role and functions of the medical-surgical nurse.
• Collaborative rounding times had to be adjusted to accommodate the activities on a busy medical-surgical unit.

Outcomes:
• Achieved and maintained length of stay at 4.20 days
• Enhanced interdisciplinary communication
• Improved communication between patients and providers
• Increased nurse satisfaction

Implications:
Medical-surgical nurses are critical in creating a successful collaborative rounding practice. This environment:
• Supports the patient and family-centered experience
• Enhances positive nurse-physician relationships on a new medical unit.