

PURPOSEFUL HOURLY ROUNDING 5J & 4B Pediatrics

Paige Caroff BSN, RN
Lehigh Valley Health Network

Erica L. Rau ADN, RN
Lehigh Valley Health Network, Erica_L.Rau@lvhn.org

Follow this and additional works at: <https://scholarlyworks.lvhn.org/patient-care-services-nursing>

Let us know how access to this document benefits you

Published In/Presented At

Caroff, P. Rau, E. (2019, March 28). *PURPOSEFUL HOURLY ROUNDING 5J & 4B Pediatrics*. Poster presented at: LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

PURPOSEFUL HOURLY ROUNDING

5J & 4B Pediatrics

Paige Caroff, BSN, RN and Erica Rau, ADN, RN
Lehigh Valley Health Network, Allentown, Pennsylvania

Background

- Lack of accountability related to current hourly rounding process
- Staff report of call bell fatigue
- Results of patient satisfaction survey
- “Call light response is directly related to patient satisfaction with receiving care in a timely manner,” (Nelson & Staffileno, 2017)

PICO Question

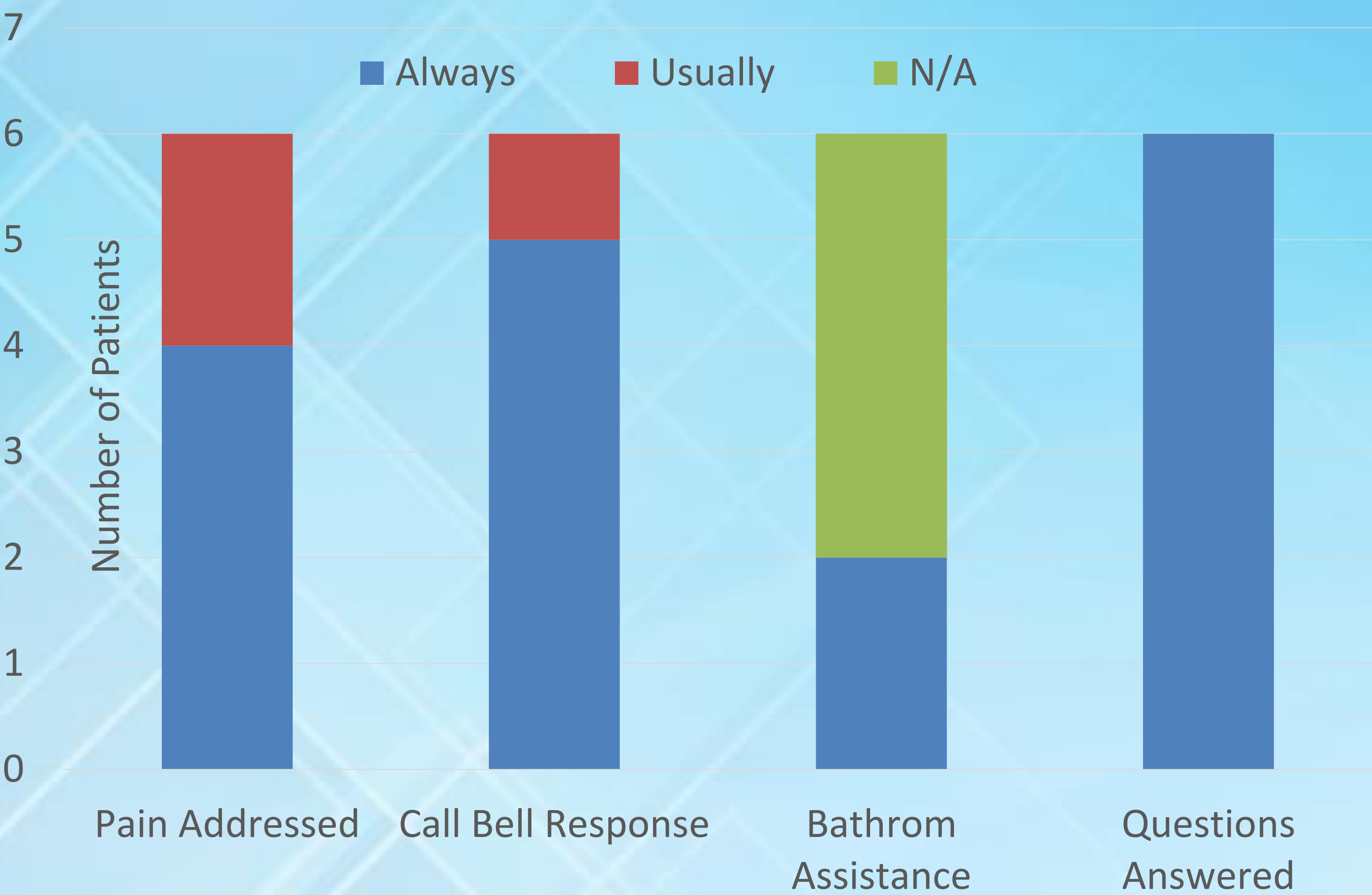
On an inpatient pediatric unit, does providing education and standardization of hourly rounding result in an increased family/guardian perception of staff presence?

- **P** - Inpatient Pediatric unit
- **I** - Providing education and standardization of hourly rounding
- **C** - No education or standardization of hourly rounding
- **O** - Increased family/guardian perception of staff presence as evidenced by the completion of survey at time of discharge

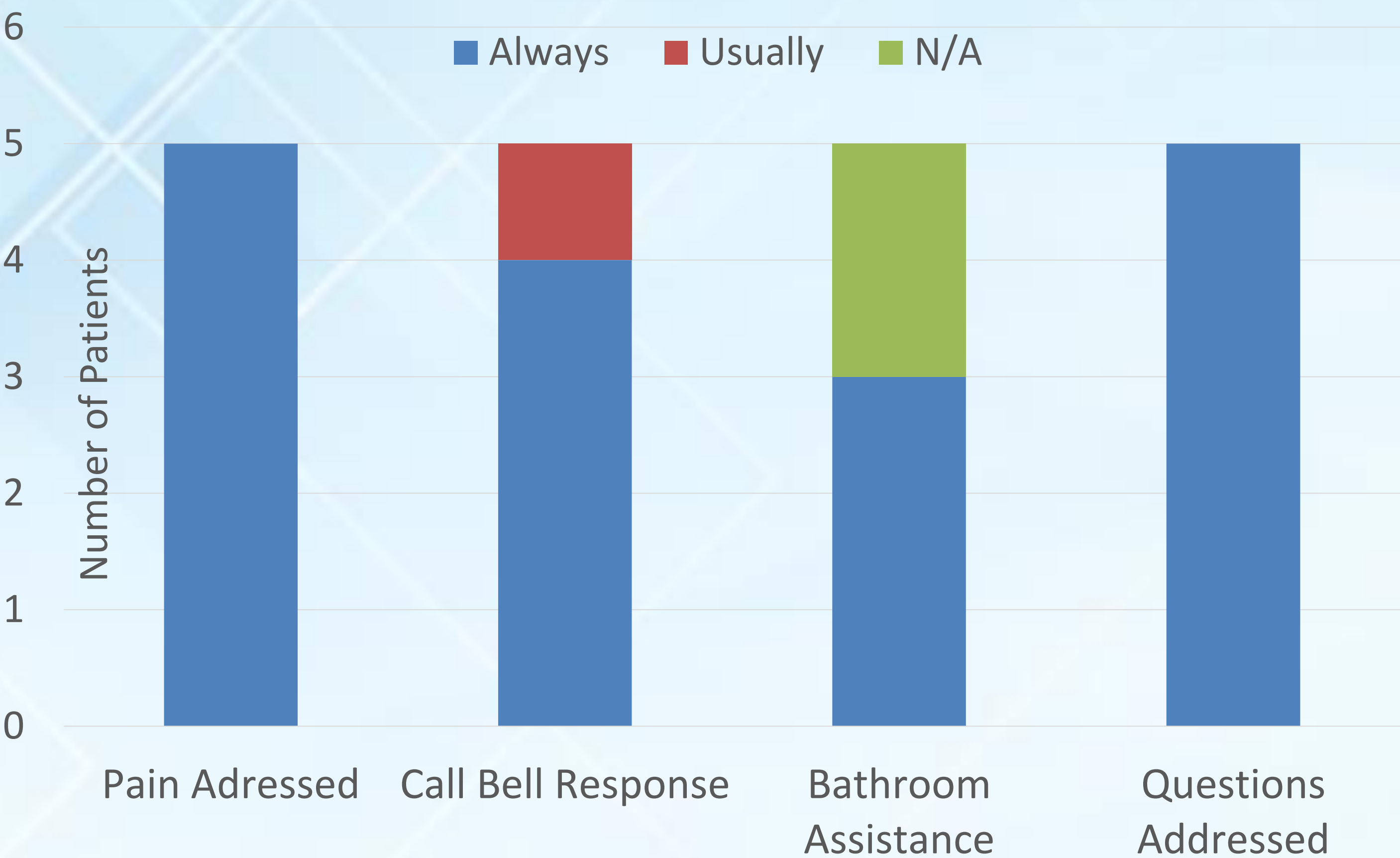
Implementation Plan

- RNs and TPs were educated on the use of a pre-survey to address unit satisfaction regarding pain, bathroom needs and questions/concerns at time of patient discharge. The pre-survey was used over a four week period.
- TLC education was assigned to RNs and TPs on the unit regarding the implementation of a standardized hourly rounding script and purposeful rounding as a whole
 - RNs responsible for rounding on even hours (0600, 0800, etc.)
 - TPs responsible for rounding on odd hours (0700, 0900, etc.)
- A post-survey was then distributed over the course of four weeks after each RN and TP completed the required education.
- At huddle for each oncoming shift, charge RNs endorsed use of the pre and post surveys at discharge.
- Reminders in regards to TLC education and use of surveys were sent to staff via email.
- Surveys were reviewed throughout the process to ensure they were being implemented across the unit.

Pre - Survey Results



Post – Survey Results



Outcomes

- There was improvement in regards to addressing pain. Questions and concerns addressed remained consistent.
- As evidenced by the pre-survey data, staff education and the post-survey data, there was no evidence of change in improving hourly rounding in regards to call bell timeliness or bathroom assistance.

Next Steps

- Consider adding more questions to the surveys to target different areas of improvement
- Continue to implement the use of an hourly rounding script to further improve patient satisfaction and efficiency on our pediatric unit as a whole.

References

- Nelson, J. and Staffileno, B. (2017). Improving the Patient Experience: Call Light Intervention Bundle. *Journal of Pediatric Nursing*.
- Emerson et al., (2013). Hourly Rounding in the Pediatric Emergency Department: Patient and Family Safety and Satisfaction Rounds. *The Journal of Emergency Medicine*.
- Phipps et al., (2018). Reducing Serious Safety Events and Priority Hospital-Acquired Conditions in a Pediatric Hospital with the Implementation of a Patient Safety Program. *The Joint Commission Journal on Quality and Patient Safety*.

© 2014 Lehigh Valley Health Network