

Purposeful Patient Rounding

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BACKGROUND

- Call bells are the main form of communication between patients and RN's/TP's when they are not in the rooms.
- Call bells are often seen blinking because they are not being answered promptly.
- Evidence that purposeful rounding increases patient satisfaction.

PICO

- **P- General med/surg patient population**
- **I- Standardized patient rounding process**
- **C- Current patient rounding practice**
- **O- Call bell usage**

EVIDENCE

- Purposeful rounding decreased patient falls (Woodward, 2009).
- Patient satisfaction increased because they felt their needs were met with hourly rounding (Kessler, et al, 2012).

OUTCOMES

- Two 48 hour call bell assessments.
- Pre we handed the papers out and asked staff to write the reason patients are ringing their call bell.
- Post we implemented purposeful rounding & asked staff to check on patients & asked for the 4 "P's", other, and food/drink.

Reason for call bell	PRE	%	POST	%
Potty	62	34%	46	39%
Pain	21	11%	13	11%
Position	8	4%	4	3%
Periphery	14	8%	6	5%
Other	68	37%	30	26%
Food/Drink	11	6%	19	16%

PRE total: 184 POST total: 118

Other category included: confused patients, "wanting the nurse", IV ringing, questions, & other med concerns

- Call bell usage decreased by 36%.
- Decreased in every category except food/drink.
- Possible Outcome: add if patient needs anything else during the 4 "P's".

IMPLEMENTATION

- Assess rounding effectiveness currently on unit by documenting call bell usage. Use template to find out why patients are using call bells.
- Implement purposeful rounding project. Emphasize at shift change the importance of hourly rounding.
- Assess effectiveness by measuring call bell usage after project implementation by staff members
- Measure by call bell usage.
- Less usage signifies purposeful rounding success.

NEXT STEPS

- Implement data found to unit practices.
- Use data to round more purposely and to satisfy patient needs with efficiency and improve patient satisfaction.
- Share information found to unit staff and educate coworkers.

REFERENCES

- Woodward, J. (2009). Effects of Rounding on Patient Satisfaction and Patient Safety on a Medical-Surgical Unit. *Clinical Nurse Specialist*, 3(4), 200-206.
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