

When Will I See You Again?

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Published In/Presented At

Bonga, S., Driscoll, T., & Muir, K. (2020, August). When Will I See You Again?. Poster presented at LVHN Vizient/AACN Nurse Residency Program Graduation, Lehigh Valley Health Network, Allentown, PA.

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BACKGROUND

- On the medical-surgical unit 4B at LVH-Pocono, patient rounding is done by the registered nurses on even hours and patient care technicians on odd hours. With the fluctuations of patient hourly rounding compliance and HCAHPS scores, there is a need for hourly rounding program. This hourly rounding program would consist of a checklist in the room for staff to sign and a poster for patient's to be aware rounding should be done every hour.

PICO

- P:** RNs and technicians
- I:** Hourly rounding checklist
- C:** Without hourly rounding checklist
- O:** Patient hourly rounding compliance

EVIDENCE

- In 32-bed nursing unit, staff were given a standardized education about hourly rounding and a script to address patient's needs and patient/family awareness poster was placed in each room (Krepper, et al., 2015).
- In an experimental study done on a 28-bed unit, purposeful and timely nursing rounds were implemented, focusing on pain, position, potty, and possession. 32 total observations were done on day shift and 12 observations done on night shift (Daniels, 2016).
- In a prospective pilot study conducted on two units. Implementing at patient-centered proactive hourly rounding program was associated with a significant reduction in fall rates (Goldsack, Bergey, Mascioli & Cunningham, 2015).

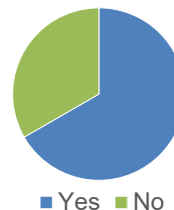
Barriers: heavy patient workload, lack of adequate staff

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OUTCOMES

- Improve patient hourly rounding compliance by RNs and patient care technicians
- Barriers to our project include the following: heavy patient workload/high acuity patients, lack of adequate staff, unexpected interruptions (e.g. patient fall, rapid response)
- Our poster project was done within the month of March, the percentage of completion of the hourly rounding charts (per patient/per date) was below 25%.
- When comparing HCAHPS pre- and post-intervention, the results show the following:

Pre-Intervention: Did Staff/Nurses Visit Hourly?



Post-intervention: Did Staff/Nurses Visit Hourly?



IMPLEMENTATION

- A poster was created and displayed in the patient's room about what is hourly rounding and the 4P's (Position, Possession, Pain, Potty).
- In addition to EPIC charting, a checklist was created and posted inside the patient's room for staff signatures to ensure that rounding was physically performed.

NEXT STEPS

- As patient hourly rounding remains a struggle for all hospital staff, it is important to educate staff members on its importance.
- Further research should be done to find alternative methods in efforts to improve patient hourly rounding compliance by RNs and technicians.

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