Round and Round We Go: Grabbing the Brass Ring for Innovations and Improvements

Megan Snyder BSN, RN, BC
Lehigh Valley Health Network, Megan.Snyder@lvhn.org

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Published In/Presented At
Megan Snyder, BSN, RN, BC. Round and Round We Go: Grabbing the Brass Ring for Innovations and Improvements. Magnet Recognition Program, Annual Magnet Conference, Baltimore, MD, October 2011

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Patient Care Services
Lehigh Valley Health Network, Allentown, Pennsylvania

Collaborative Rounds:
- Patient, family, interdisciplinary care team
- Virtual and bedside
- Daily or more frequently
- Purpose: Design and review plan of care
- Success Factors: Standardization

Hourly Rounds:
- RN & unlicensed assistive personnel
- 24/7
- Purpose: Address Pain, Position & Personal Needs; be proactive
- Success Factors: Standardization throughout Network; engagement & accountability; patient/family orientation; electronic prompt to staff; monitoring tool

Leadership Rounds:
- Unit manager or designee
- Daily
- Purpose: Build relationships; be proactive; enhance manager visibility
- Focus: Satisfaction; service recovery; facilitation of family presence; information gathering
- Success Factors: Standardization; appreciative inquiry

Background:
Evidence was the catalyst to design and implement 6 different rounding methods throughout LVHN. The intent was to embed within the culture a compendium of evidence based rounding strategies to positively impact patient, staff, and physician satisfaction; and, nurse sensitive quality indicators.

Purpose:
This presentation details methodologies, outcomes and strategies to achieve and maintain success with the varied rounds.

Quality Rounds:
- Masters prepared unit educator with staff member(s)
- Daily, Monday – Friday; rotating among all shifts – 1 nurse per day
- Purpose: Identify staff educational needs and facilitate critical thinking
- Focus: Core measures; NPS Goals; nurse sensitive indicators; standards of care; patient, family, staff education
- Success Factors: Standardization; transparency

Safety Rounds:
- Senior hospital executives (CEO, COO, Patient Safety Officer) with staff members
- 1 unit/month
- Purpose: Opportunity for executives to meet with front line staff to hear concerns
- Focus: 6 scripted questions, eg. What keeps you awake at night?
- Success Factors: Standardization; action planning to address concerns & resolution

Administrative Rounds:
- CNO & unit administrator
- Quarterly visits to every unit
- Purpose: Recognize staff’s hard work & dedication to patient care
- Focus: Recognition of staff for achievements; 5 scripted questions, eg. Do you have the tools and equipment to do your job?
- Success Factors: Standardization; scheduled visits & staff preparation with questions

References:

Patient Satisfaction Scores
Purpose:
Background:
RN Employee Job Satisfaction
LVHN Network Satisfaction
Nurse Sensitive Quality Indicators
- RN
- LVHN
- National Benchmark
- 3.49
- 3.51
- 3.65
- Rates for the majority of units support the national data base benchmark the majority of the time for up to 8 quarters.