



Rounding for a Culture of Safety

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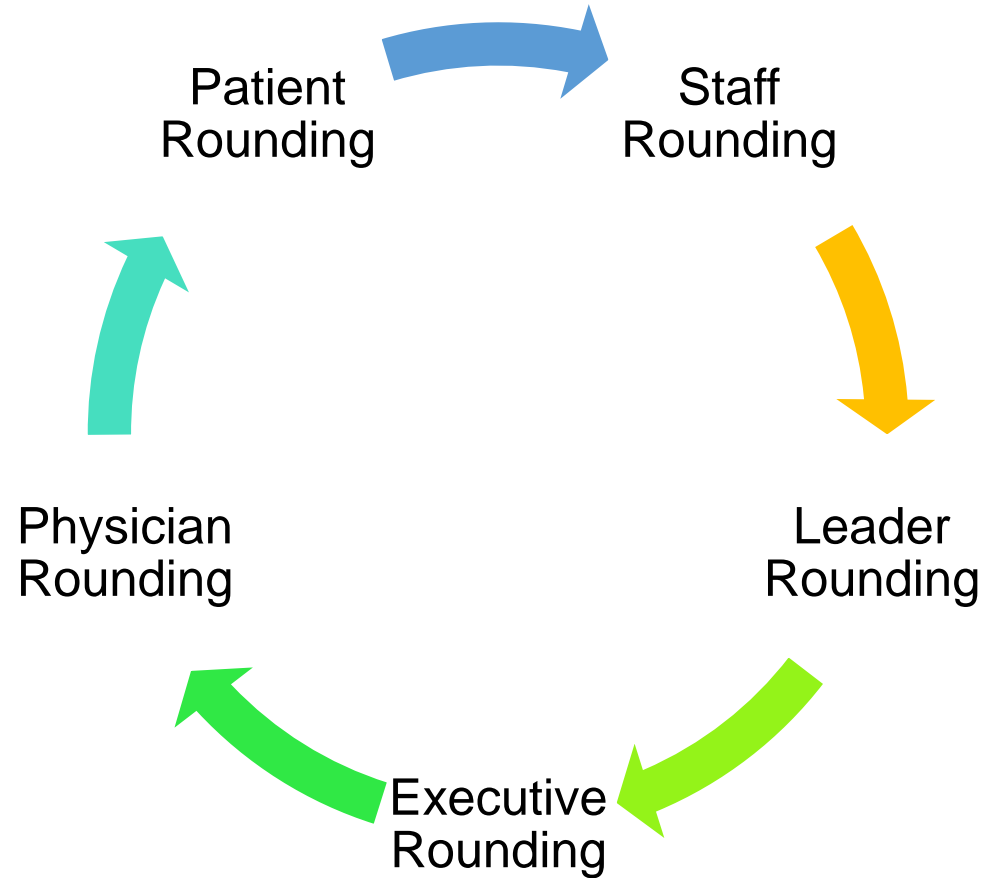


Objectives

- Identify
 - Tracking methods to capture nurse leader rounding wins
 - How findings are filtered back to front line staff
 - How to drive staff accountability through hourly rounding
 - Strategies to driving HCAHPs scores up and sustaining results



Rounding at Every Level





Just Culture

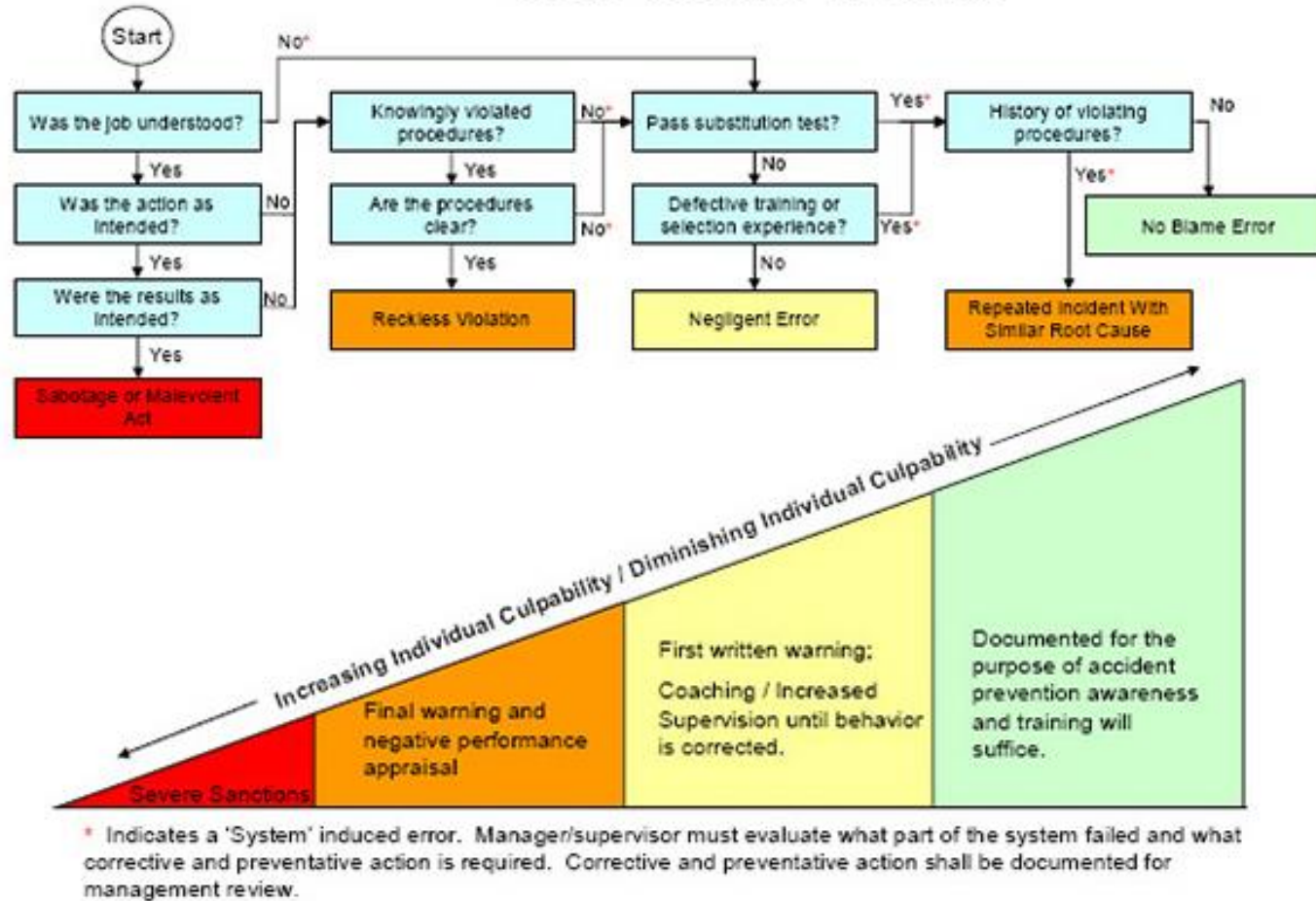
The Three Behaviors



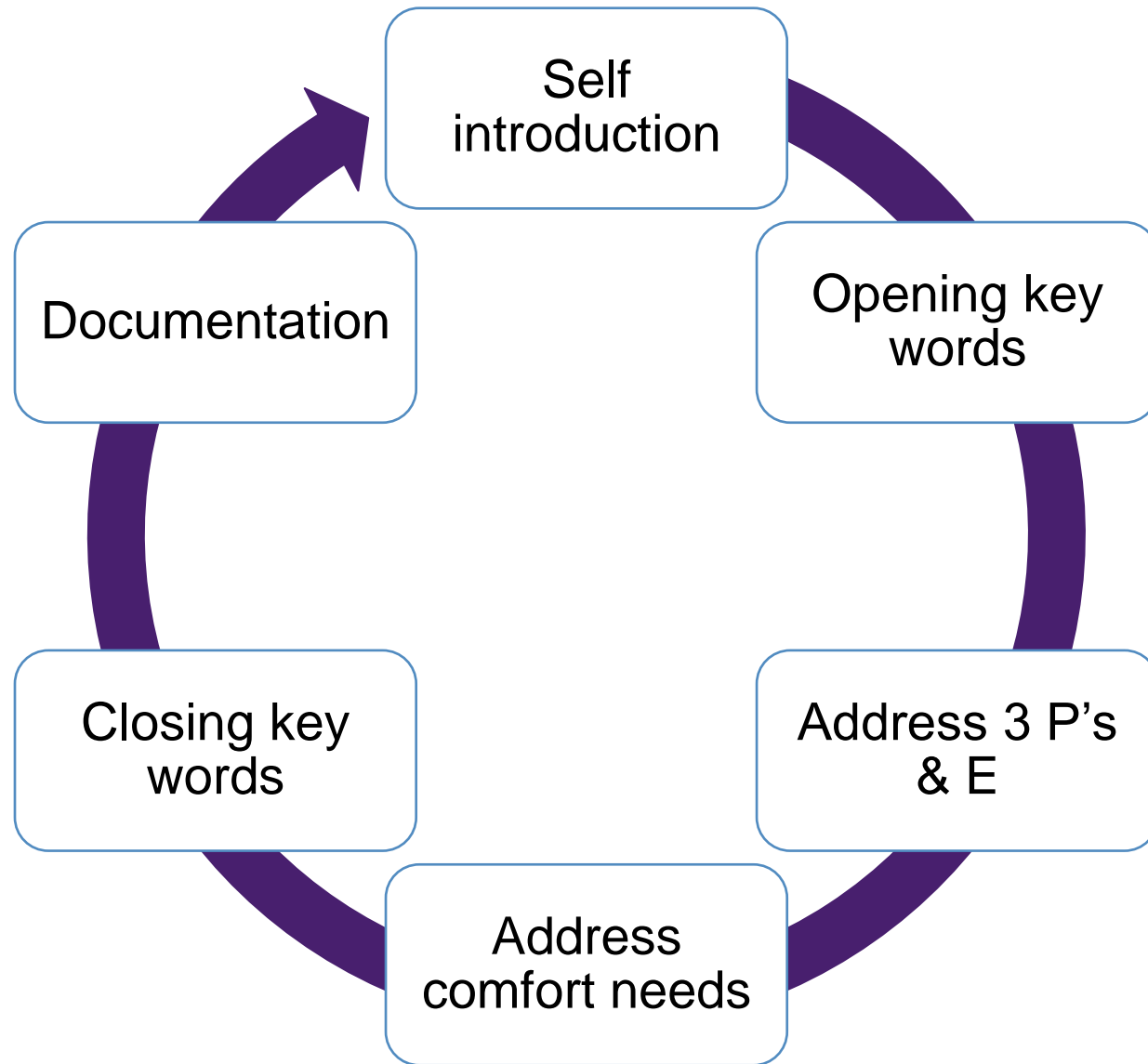


Just Culture

Just Culture Process



The 6 steps of hourly rounding





Modify as needed

Inpatient

- 3 P's & E
- Pain, position, potty, environment

Emergency Dept.

- 2 P's & D
- Pain, plan, delays

PACU

- 3 P's & F
- Pain, plan, pulmonary, family

NICU

- 3 P's & E
- Pain plan, parents, environment

Hourly Rounding

What it is.....

- Reinforcing key words
- Validating expectations
- Holding accountability
- Providing praise

What it is not...

- Passively peaking
- Asking general questions
- Solely for patient experience



Keys to success

- Set expectations
- Demonstrate
- Validate
- Audit

GREAT PLAINS HEALTH
HOURLY ROUNDING VALIDATION

Employee Name: _____

Date: _____

Department: _____

	Skill	Completed	
		Yes	No
1	Wash in		
2	Opening key words		
3	Whiteboard up to date		
4	Were 3 P's & E addressed?		
5	Were additional comfort measures addressed?		
	Bed straightened, clean linens		
	Fresh water, fluids (I&Os charted)		
	Food, snack, dietary tray pick up/documentated		
	Bath completed		
6	Foley catheter cares		
	Was an environmental assessment completed?		
	Table, call light and phone within reach		
	Dirty linen removed from room/floor		
	Trash emptied		
7	Urinal and hat emptied/charted		
	Bed side table clean/decluttered		
	Were safety issues addressed?		
8	Bed alarm, gait belt, chair alarm		
	SCD's/TED's on or document refusal & education		
9	Closing key words		
	"Is there anything else I can do for you, I have the time. I will back in 1 hour."		
10	Was documentation completed		
	Any interventions, I&O's, ADL's including any refusal & education on importance, hourly round itself.		
10	Wash out		

Follow up needed YES NO

Staff Observed: _____

Observation completed by: _____



Nurse leader rounding

- Why is it important
- Set expectations
- Ask questions that will drive change
- Same rules apply for accountability



Tips for success

- Manager should do the majority
- Real time feedback and service recovery
- Dedicate time on your calendar
- Transparency



Barriers/Feedback

- Barriers
 - Too busy
 - Lack of confidence
 - No one knows expectations
- How to give feedback
 - Don't fix the problem
 - Positive observation, opportunity, ask for commitment
 - Follow up to ensure problem was addressed

Employee Rounding

- Monthly rounding on direct reports
- Annual engagement survey
- Stoplight report



LRE6: ROUNDING LOG – DAILY

Name _____ Department/Unit/Clinic _____

Employee(s) rounded on _____ Date/Week of _____

KEY WORDS OR QUESTIONS	SPECIAL EMPLOYEE/COLLEAGUE ISSUES

Tip: Initially explain the purpose of leader rounding!

STEPS	COMMENTS
Relationship building/personal connection:	
What is working well for you today?	
Care provider/colleague I can recognize and why?	Who? _____ Why? _____
Physician I can recognize and why?	Who? _____ Why? _____
Tools and equipment needed to do your job today?	
Systems you want to improve and your ideas to fix?	
Quality or safety focus discussed. Ideas?	
Patient experience/CAHPS/What have you done this past week/ month to impact patient experience? (<i>Discuss focus, ratings, ideas, etc.</i>)	
Tough questions: discuss any tough questions you need to address or have heard while rounding	
Behaviors Coached: (If applicable) <input type="checkbox"/> AIDET®/key words <input type="checkbox"/> Customer service priorities <input type="checkbox"/> Standards <input type="checkbox"/> Other: _____	
Is there anything I can help you with right now? Thank you for making a difference at XXX!	

SUMMARY OF ROUND:	
<ul style="list-style-type: none"> • Who will you reward and recognize based on rounding? • What are barriers/issues, etc. you need to resolve? • Is there anything to add to the stoplight report? 	

Review findings with next level leader in one-on-one meetings.
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Physician Rounding

- Assign rounding to all senior leaders
 - One physician group/week
 - Consistent questions
 - Rounding Log with assignments at SLT
 - Expectations for follow up

Rounding Schedule - 2023

Week	AOC	Substitute Needed	Physician Practice	
January 2	Summer		Anesthesiology	
January 9	Misti		Cardiology (including Heirigs)	
January 16	Marcia		Complete Medicine Gosnell	
January 23	Barb		Dermatology Otolaryngology	
January 30	Megan		Hospitalists	
February 6	Wendy		Family Medicine General Surgery	
February 13	Jayne		Infectious Disease Endocrinology	
February 20	Lori		Medical and Radiation Oncology	
February 22	Lance		Midlands Family Medicine	
March 6	Danni		Nephrology Pain Management	
March 13	Monica		Rheumatology Neurosurgery	
March 20	Brandon		OB/GYN Urgent Care	
March 27	Andrea		Ophthalmology Podiatry	
April 3	Tina		Orthopedic Surgery	
April 10	Keaton		Pathology Wound Care	
April 17	Ivan		Pediatrics	
April 24	Summer		Psychiatry <u>Physiatry</u>	
May 1	Misti		Sleep Neurology	
May 8	Marcia		Radiology	
May 15	Barb		Pulmonology Urology	
May 22	Megan		Anesthesiology	



Psychological Safety



Discussion & Questions

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