

Rounding on Patients Guidelines

The purpose of rounding on patients is to demonstrate to the patients and families the organization's commitment to provide quality care. By interacting with patients and families on a consistent basis, leaders are able to connect staff back to purpose when they share feedback. Rounding on patients also provides an opportunity to proactively manage the patient experience to assure expectations are met. The table below describes the types of patient rounding.

Type	Purpose	Guidelines
Admission/Transfer Initial Visit	<ul style="list-style-type: none"> ▪ To set expectations by informing the patient and family of the organizations commitment to provide XXX care. ▪ To reduce the patient's anxiety by managing up the staff who will be providing them care ▪ To inform the patient that the commitment to providing them XXX care includes leaders connecting with them to assure their needs are being met. 	<ul style="list-style-type: none"> ▪ Use the same language that is used in the survey tool (excellent, very good, completely satisfied, etc) ▪ Provide specific information regarding the qualifications of the staff who will be providing care ▪ Provide contact information for the appropriate person/leader to address any questions or concerns
Follow Up Rounding/ Established patient	<ul style="list-style-type: none"> ▪ To validate the staff are consistently using the behaviors that have been implemented to address patient needs ▪ Address any issues or concerns ▪ To reduce the patient's anxiety by managing up the staff who will be providing them care 	<ul style="list-style-type: none"> ▪ Identify which behaviors are being used to improve the patient's perception of care (AIDET, hourly rounding, etc) and ask for feedback. For example: <ul style="list-style-type: none"> ○ <i>"part of providing you excellent care is to check on you every hour to address your pain, make sure you are comfortable and offer assistance to the bathroom, how well are we doing"</i> ○ <i>"Keeping you informed is part of providing you with very good care, how well are we doing"</i>
Prior to discharge	<ul style="list-style-type: none"> ▪ Validate consistent use of key behaviors ▪ Address any issues or concerns ▪ Manage up the survey 	<ul style="list-style-type: none"> ▪ Inform the patient they may/will receive a survey ▪ Ask them to complete the survey and explain how the information will be used ▪ Provide specific examples of changes that have been made based on patient feedback

Tips for Rounding on Patients

- Round on staff prior to rounding on patients. Connect the dots on the areas of focus for rounding on patients. Staff should view rounding on patients as a positive activity because of the feedback the leader shares with them from their patients.
- Know the patient (name, diagnosis, physician, nature of visit, etc)
- Limit the areas of focus for follow up rounding (address key driver of patient satisfaction, validate staff's use for key behaviors, etc) to no more than two
- Sit to help the patient feel you are listening
- Set the time expectation up front
- Provide the patient with specific information when managing up the staff, *"Today Stephanie will be taking care of you, she is an excellent nurse. I have worked with her for ten years and would want her to be my nurse if I was having this procedure"*.
- Do not quiz the patient regarding their experience or the staff who are caring for them-asking questions such as "do you know your nurses name, do you know what you are waiting for, or do you have any concerns." These questions may create anxiety for the patient if they are not able to answer. It is more effective to engage the patient in a conversation which connects the dots for them in terms of the behaviors that are expected and
- Focus the patient on the positive (asking *"how **well** are we doing"* initiates a different conversation then asking the patient if something was done)
- Dig deeper into specific issues-use phrases such as *"please tell me more about that"* or *"I am pleased to hear you think your nurse is great. What is she doing to make you feel that way"*
- Use closing statements-when a leader says, *"Is there anything I can do for you before I leave?"* it tells the patient you care and their input is important
- Communicate outcomes with staff following any interaction with patients
- Information that is documented should include a patient identifier, feedback on areas of focus, staff and physicians to recognize, and items for follow-up