

Hourly Rounds 90 Day Action Plan

Yearly Goal	90 Day Target	Action Steps	Target Date	Results
Achieve XXX tile for overall inpatient satisfaction	XXX tile overall patient satisfaction by XXX	<ol style="list-style-type: none"> 1. Identify Units and Goals (Reduce call lights, patient falls, pressure ulcers, medication errors, improve staff satisfaction, patient satisfaction) 2. Collect baseline data and define goals 3. Educate and engage staff in defining the parameters for rounds: <ul style="list-style-type: none"> ▪ Who (RNs/CNAs/Techs/etc) ▪ What (behaviors during rounds) ▪ When (hourly, every two hours, days vs nights) 4. Define plan to hardwire behaviors <ul style="list-style-type: none"> ▪ Document in chart-leaders conduct spot checks ▪ Document on log/whiteboard in patient room ▪ Leaders rounding daily on patients to validate consistency and behaviors of staff during hourly rounds 5. Initiate hourly rounds 6. Ongoing education of the staff on what, why and how <ul style="list-style-type: none"> ▪ Review during staff meeting ▪ Post on communication board ▪ Topic during daily stand up meeting 7. Round on staff daily to validate understanding of why hourly rounds are being implemented 8. Ongoing reward and recognition of staff who consistently role model the behaviors for hourly rounds and coaching of staff who connecting to patients on an emotional level. 9. Run reports weekly to monitor progress and communicate results to staff. 		

Rounding Behaviors

- Inform the patient, “I am here to round on you”
- Perform scheduled tasks
- Address the 3 P’s (pain, position, potty)
- Assess additional comfort needs
- Conduct an environmental assessment
- Prior to leaving ask the patient, “Is there anything else I can do for you? I have time”
- Tell the patient when someone will be back
- Document the interactions