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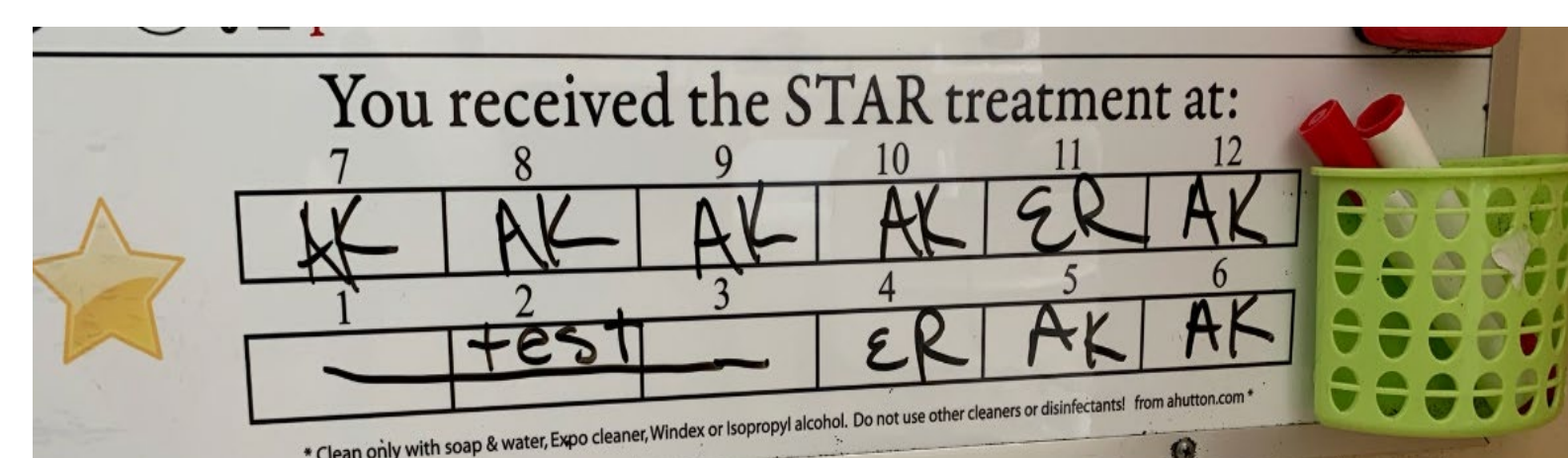
# Hourly Rounding & Photo Identification Placard to Improve Patient/Staff Satisfaction

## BACKGROUND

- Communication with ancillary staff, visitors and fellow caregivers is challenging on a busy telemetry unit.
- Communication failures between healthcare professionals caused “70% of the 2,455 reported sentinel events, with about 75% of the patients dying in 2006.”
- Literature shows that patients provided with photos of their healthcare team were more likely to rate their experience at a 10.
- In May of 2020, 27% of patients stated they were rounded on every hour and 31% every two hours.

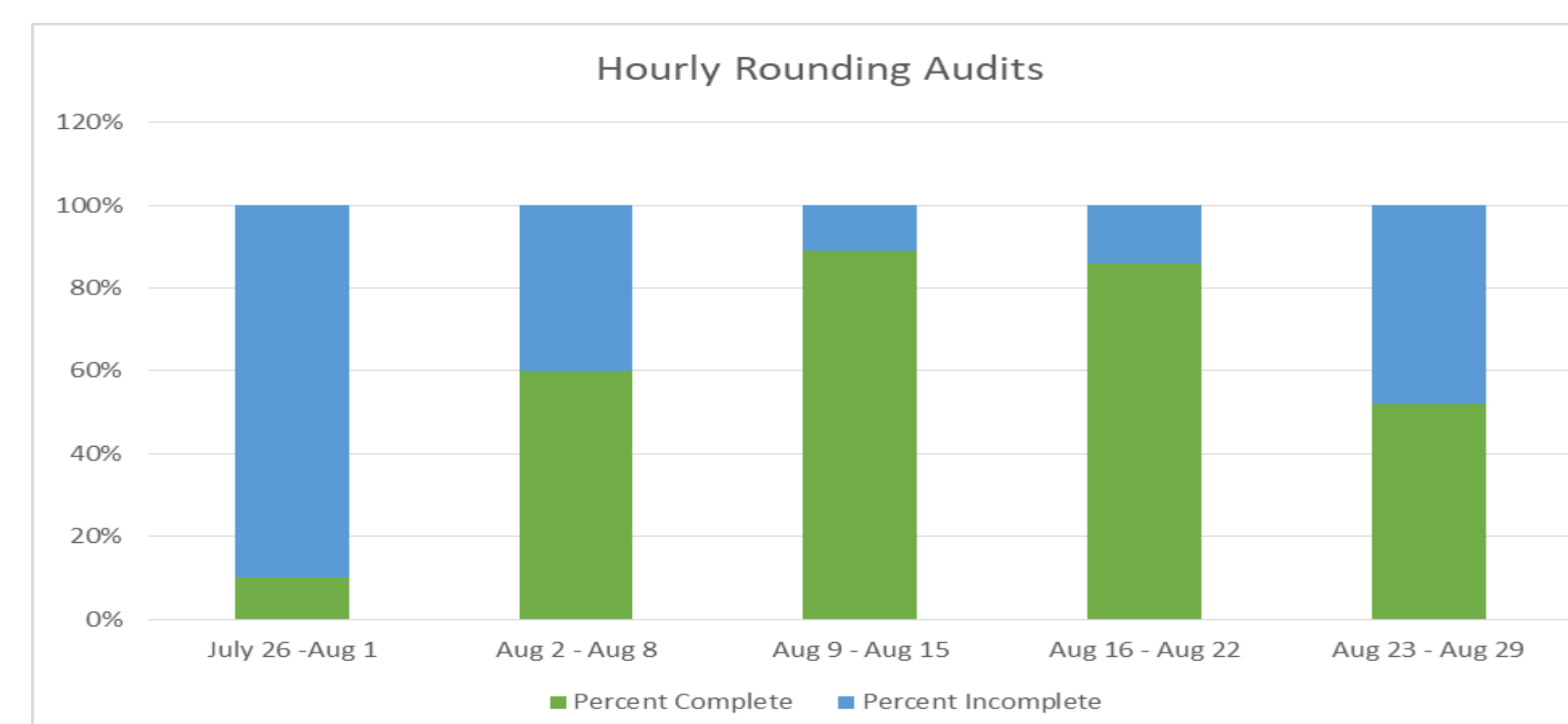
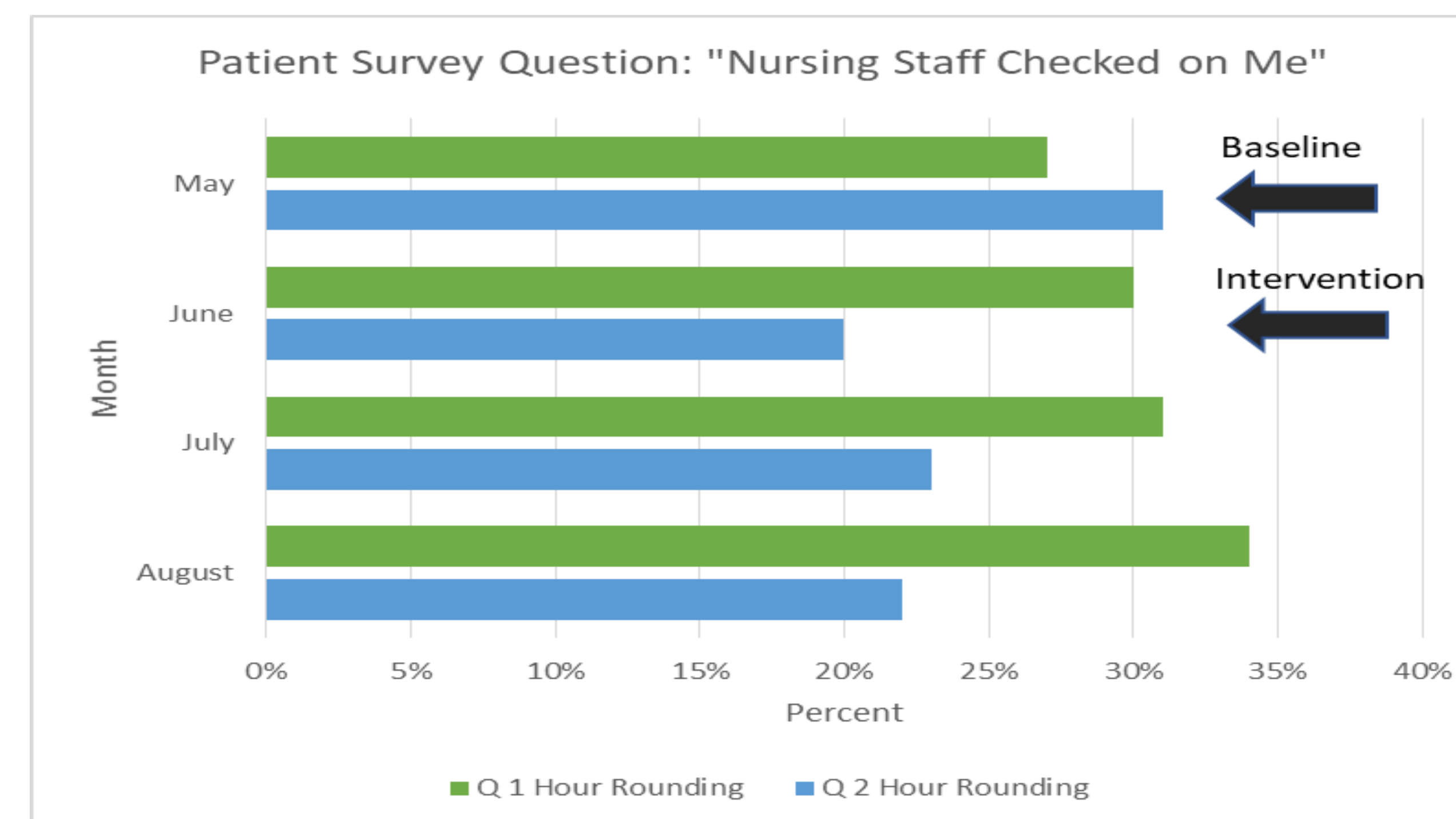
## PURPOSE

- Improve communication between MDs, nurses, families and ancillary staff in conjunction with an hourly rounding goal to increase HCAHPS scores for the unit.



## METHODS

- Design: Evidence-based, quality improvement
- Setting: Medical telemetry
- Sample: Medical telemetry RNs, physicians, ancillary staff, PT/OT, respiratory therapy
- Procedure:
  - Photo placards - outside of patient rooms with RN name & phone extension.
  - Staff in-serviced on hourly rounding & initialing whiteboard hourly.
  - Mini dry erase markers were given to staff to attach to their badge.
  - Prizes to staff who rounded hourly & had photos outside patient rooms.



## RESULTS

- Survey (N=66)
  - Physician = 15%
  - RT = 5%
  - PT/OT = 30%
  - RN = 36%
  - NA = 10%
- 89% of those surveyed reported that the placard helped identify the correct staff member.
- 90% wanted to continue the placard identification system.

## DISCUSSION

- Placards were well received and efficacious in identifying appropriate staff.
- Patient satisfaction improved for “Nursing staff checked on me” since project initiation.
- Staff verbalized that remembering to initial the board was difficult; patient satisfaction may be a better reflection than audits.
- Limitations:
  - Project launched during the height of COVID-19 pandemic - decreased staffing pool & higher acuity patients.
  - RNs frequently floated to higher level of care units; replaced with registry/other unit RNs.
- Inservice ancillary staff.
- Conduct visitor surveys after visitation resumes.

## CONCLUSION

- Use of placards for RN identification and hourly rounding improved patient satisfaction and received positive feedback from physicians and staff.

## REFERENCES

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