Hourly Rounding and Proactive Family Updating on a Medical Telemetry (MT) Unit

Alison Kooistra, RN, MSN, PCCN

BACKGROUND

- Communication failures between healthcare professionals caused “70% of the 2,455 reported sentinel events, with about 75% of the patients dying in 2006”
- Providence St. Joseph Hospital (PSJH) MT HCAHPS data regarding “Nursing staff checked on me every hour” was at the 28th percentile Q1 2021
- PSJH MT HCAHPS data regarding “Respecting feelings/needs of family” was similarly low at the 34th percentile in Q1 2021

PURPOSE

- Increase HCAHPS responsiveness scores by introducing hourly rounding
- Proactively address family & patient needs during the pandemic through regularly scheduled phone calls & updates
- Improve communication between MDs, nurses, ancillary staff, and patient visitors

METHODS

- Staff were in-serviced on hourly rounding and expectations to initial the whiteboard hourly
- Mini dry erase markers were given to each staff to attach to their badge
- Photo placards were placed outside of patient rooms with the RN name and phone extension
- Prizes given to staff who rounded hourly & had photos outside patient rooms
- RNs called the patients’ family contact at 1400 (for day shift) & 0645 (night shift) to give an update and answer questions and relay the next time they would receive an update

RESULTS

- Hourly Rounding improved and sustained at the 50th percentile
- Respecting feelings / needs of family improved to the 95th percentile one month after implementation

DISCUSSION

- Project was launched during Covid-19 therefore, consistency was difficult to achieve due to staffing challenges and higher acuity patients
- Transition to a new EMR during the project posed challenges to achieving standard work
- Lack of a dedicated audit team made it difficult to assure adherence to standard work
- Visitation guidelines changed impacting the goals / standard work implications regarding photos / proactive family updating

FURTHER RESEARCH

- Assess impact of in-servicing ancillary staff to assist with hourly rounding
- Introduce “No pass zone”
- Assess proactive family updating as visitor guidelines change

CONCLUSIONS

- MDs, PT/OT, speech therapists, and techs gave positive feedback on the utilization of photos to help ID the RN
- As visitation guidelines change, standard work must align to improve communication with family members / loved ones

REFERENCES

Available upon request Alison.Kooistra@stjoe.org