

Introduction

Patient safety should be a priority in a healthcare setting not only because it is the nursing staff's ethical responsibility, but it weighs heavily in patient satisfaction scores and hospitals' monetary reimbursements. Current research suggests that the implementation of hourly rounding can be linked to improvements in care delivery, patient satisfaction, reduction in call light usage, and a reduction in adverse safety events, such as falls, pressure ulcers and medication errors.

What is hourly rounding?

- Proactively addressing patients' needs at regular intervals
- Focus on "5 P's":
 - Position change
 - Personal needs (potty/shower)
 - Pain level (time for meds?)
 - Personal items (water, tissues, phone, t.v. remote control, call light)
 - Protection (survey room for safety)
- Before leaving patient's room: "Is there anything else I can help you with?"



Research

- Patient satisfaction increase from 79.9 to 91.9%
- 56-77% reduction in call light use (→less interruptions→ less chance of medication errors and more time for patient education and care)
- 50% decreased fall rate
- 56% reduction of pressure ulcers
- Hospital reimbursements based on patients' perspectives of care



Recommendations

- Rounding at least every hour 0600-2200; every 2 hours 2200-0600
 - Can occur during vital sign checks/call light response/medication administration/meal orders
- Address "5P's" every round
- Adequate staff education (goals/expectations/documentation)
- Patient and family member education (safety goals/hourly visits)
- Visible policy signage to remind staff and patients of policy
- Evaluation (Plan-Do-Study-Act)
 - Determine best method of implementing policy and documenting hourly rounds
 - Patient and nursing staff surveys
 - Compare results before and after implementation
 - Make changes according to patient and staff suggestions

Goals

- Anticipate and address patients' needs in order to:
 - Improve patient satisfaction and safety
 - Decrease falls/pressure ulcers/med errors
 - Decrease call light frequency
 - Improve nursing staff workflow
 - Maintain hospital reimbursements

Documentation

- Goal: Document care (at least) every hour!
- 5 P's can be addressed at any encounter:
 - Ambulation, toileting, positioning, meal orders, shift change, pain alleviation, education



Conclusion

By proactively addressing the 5 P's, patient safety and satisfaction as well as nursing staff workflow can be improved. Hospital reimbursements are based on patients' perception of care; hourly rounding is one process that can satisfy patients' needs and improve safety, satisfaction, and efficiency.

References

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