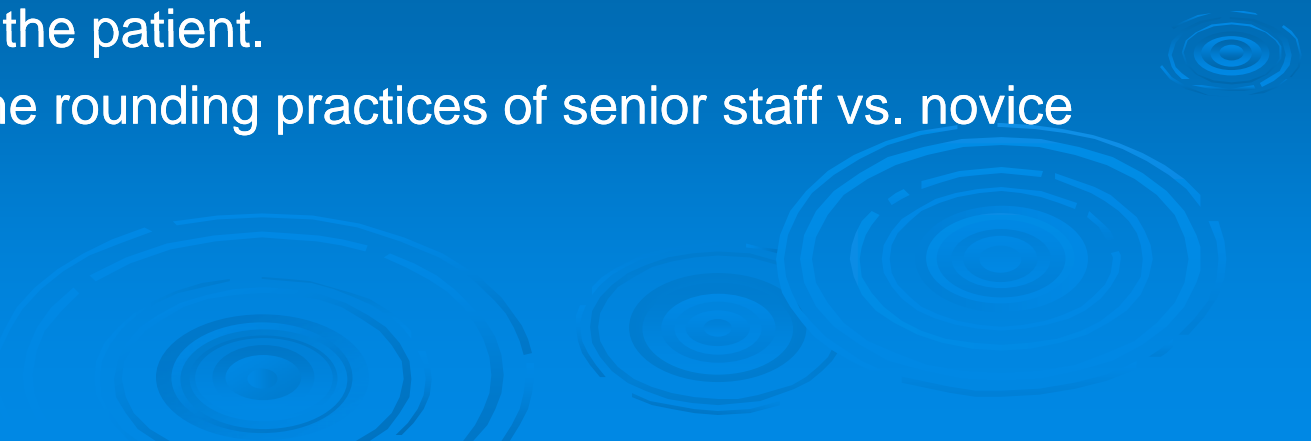


Purposeful Rounding/Nurse Director Validation

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Discussions with staff

- Small informal meetings held with RN, PCA, OA and USA staff to discuss what rounding will look like on Phillips House 22.
 - Engaged staff to identify what to call rounding - “purposeful rounds”.
 - Shared articles and data with staff about the impact of rounding on patient outcomes.
 - Focused conversations from the perspective of the patient and family and the impact of knowing when staff would be checking on the patient.
 - Discussed the rounding practices of senior staff vs. novice staff.
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Embed into practice

- Staff challenged the practice however once presented with our monthly NSI data – more appreciation for the practice.
- Thoughtful process of changing the culture with due diligence and constant feedback on expectations from leadership to staff.
- Clearly setting the expectation that rounding is not a task but a practice which needs to be valued and embedded into daily patient care.

Validation

Nurse Director Rounding (NDR) is the practice of routinely and systematically visiting patients and families to determine their experience with the care they receive and the environment in which they receive it. The process of NDR's provides the opportunity to query patients and families about the practice of purposeful rounding. Some of the questions asked during rounds include:

- are staffing rounding on you regularly?
- are you aware of staff's rounding practice?
- are staff always responsive when you call?