

Innovation in Practice



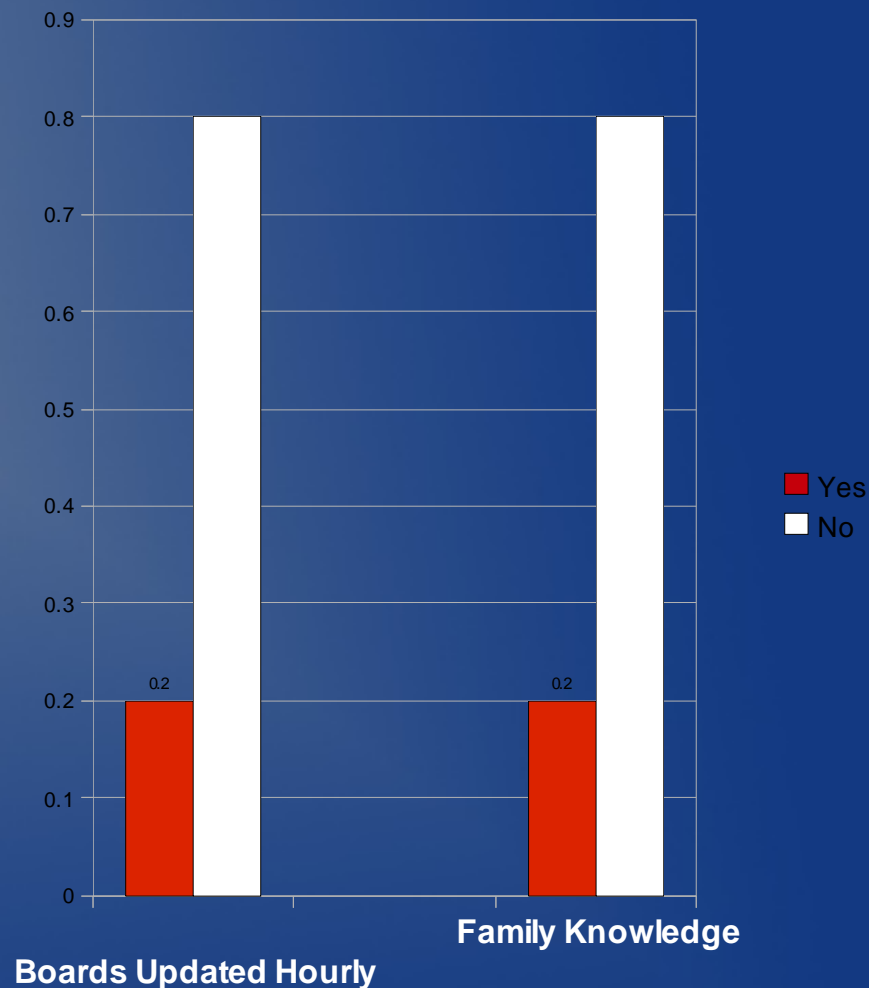
Hourly Rounding in the Special Care Nursery

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February 19, 2014

Hourly Rounding in the Special Care Nurseries (EI & BI 13)

History:

- Statistic prior to November on “Hourly Rounding.”
- 20% white boards updated.
- 20% family’s knowledge of “Hourly Rounding”



Hiccups to Hourly Rounding.....

Nurses Perception

- **We are on the unit all the time.**
- **We don't need Hourly Rounding.**

Family Perception

- **Nurses are never in the SCN room, they are always at the nurse's station.**
- **Some families didn't feel supported.**

Challenge

- **Our Nursing Director Lori Pugsley asked how “Hourly Rounds” were going in the November ARN meeting. The team discussed the lack of progress.**

- **Lori presented a challenge for the ARN and CNS.**
- **She placed each of us as a leader of a team of 8 nurses.**
- **The goal was to educate nurses and families on “Hourly Rounding”.**

My Innovation Team

- Weekly meetings
- Discussion of ideas
- Development of concepts

What happened.....

Nurses became excited about being part of a team and changing their practice.

Teamwork

- Discussed ideas about how to improve knowledge & practice around “Hourly Rounding”
- The concept of a button to be worn to support “Hourly Rounding” & the 4 P's.
- Family Handout



Next Steps.....

During the 1st week of January

- We rolled out our button.
- We added our “Hourly Rounding” education sheets to our Special Care Nursery Admission Packet with the help of Kim Francis our Clinical Nurse Specialist.
- We also developed a survey to assess our progress.

The Button

Our units 5th P (PURPOSE)

- The button started a discussion on our unit.
- The parent education sheet, educated not only the families but also the staff on the 4 P's.
- What started as a small group has now developed into a larger team initiative encompassing both level 2 nurseries.



Hourly Rounding

- We would like to make you familiar with hourly rounding.
- To meet the needs of our patient's at MGH you can expect a nurse to check on your infant at least every hour.
- The purpose of hourly rounding in the nursery is to provide a safe, comfortable and supportive environment for you and your newborn.
- Staff will assess Your infant for:
 - **Pain:** Assess and respond to any pain/discomfort.
 - **Positioning** Body and Head position for to support growth and development.
 - **Presence:** nurses will check in with family and answer all questions or concerns.
 - **Personal Hygiene:** Assess infant and environment and Clean as needed.
- Please let us know if you have any questions.

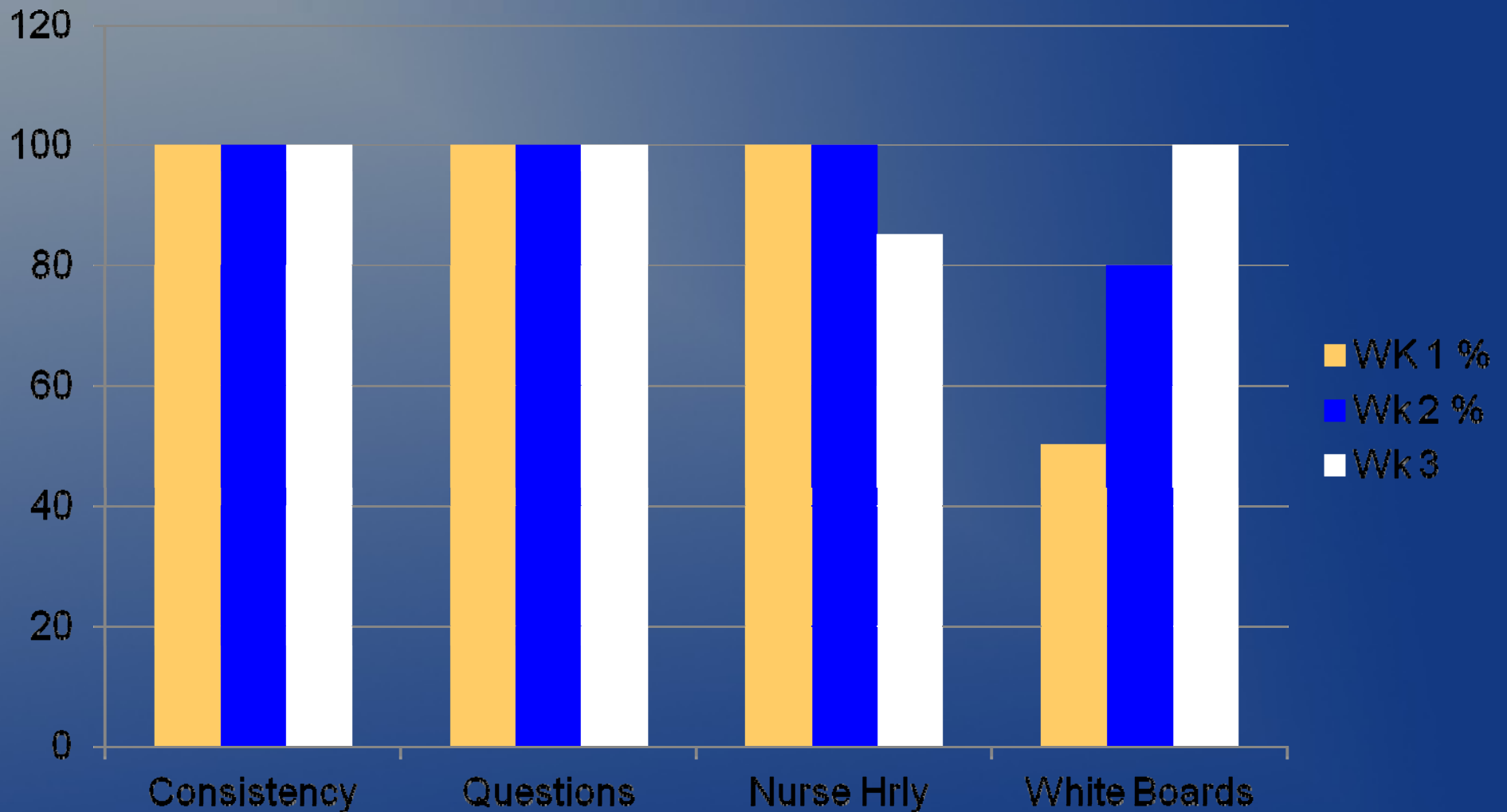


Family Survey Questions and White Board Checks

1. Consistency of care?
2. All questions are being answered?
3. Nurses are checking in hourly?

White boards checked hourly

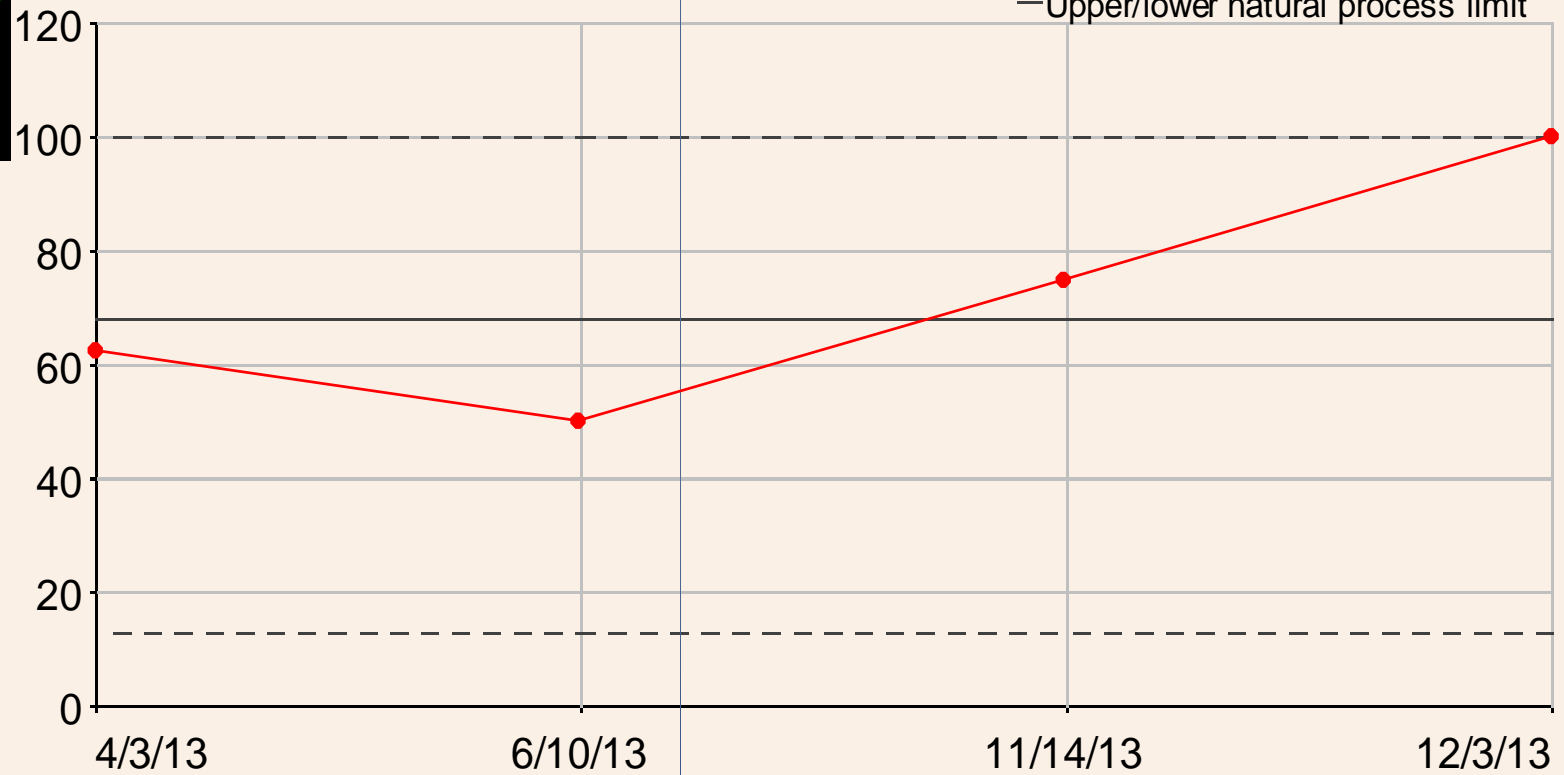
Patient Satisfaction/Hourly Rounding





How has How Quick to Respond* (Top Box %) been evolving over time?

% of maximum achievable score



● Our patients

— Upper/lower natural process limit

Info Box Full

Organization: MGH
 Survey: HCSchild
 Date Range: Range: 2/6/2013~1/13/2014
 Patient Care Unit (at time of discharge): Blake
 13-Special Care Nursery, Ellison 13-Special
 Care Nursery

Cases Per Point

Date Range

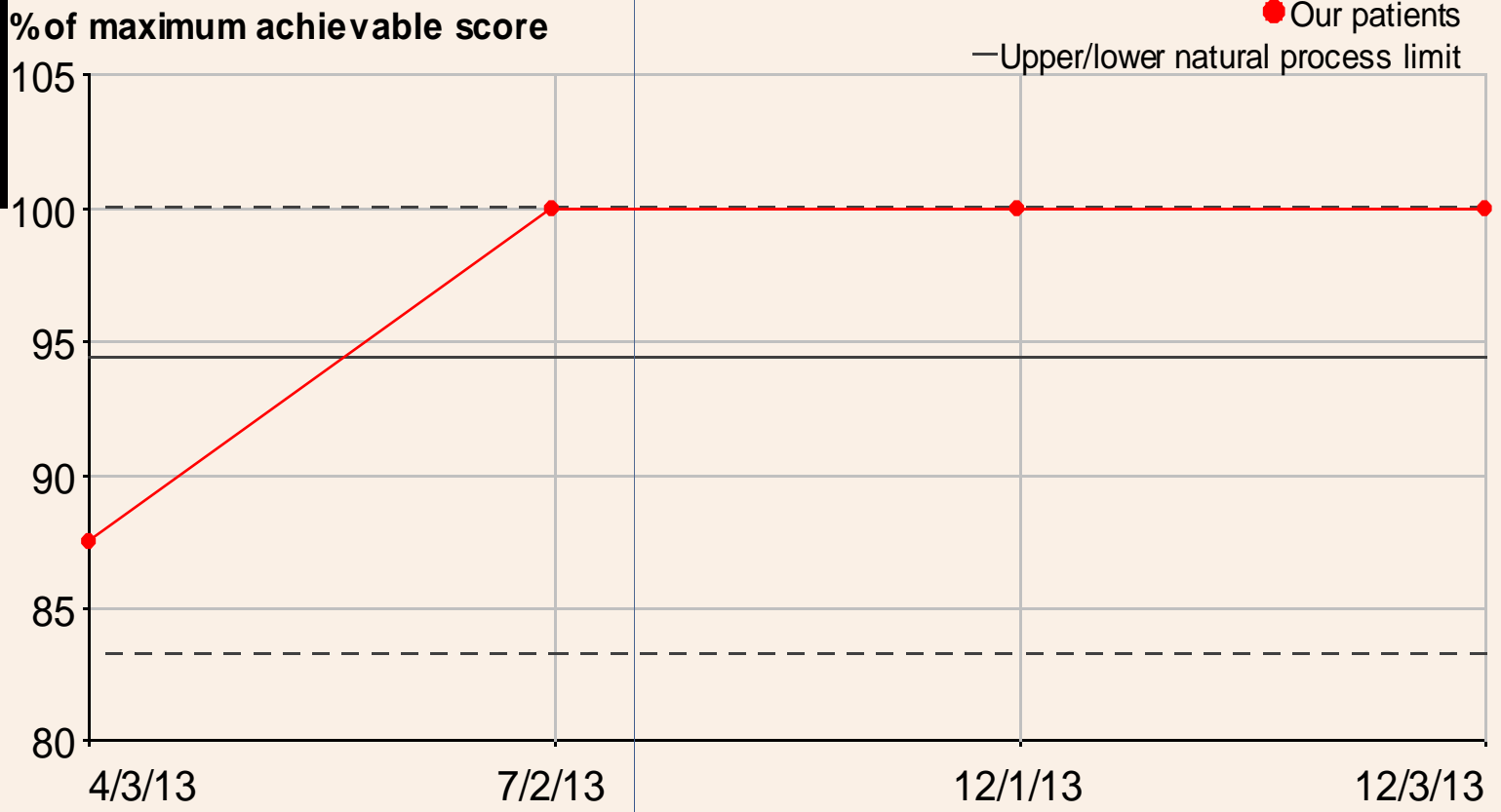
- Cases Per Point**
- 4
 - 8
 - 16
 - 32
 - 64
 - 128
 - 256
 - 512
 - 1024
 - 2048
 - 4096
 - 8192

- Date Range**
- By Month
 - By Quarter
 - By 6 Months
 - By Year

* Period incomplete



How has Attention to Needs* (Top Box %) been evolving over time?



Info Box Full

Organization: MGH
 Survey: HCSchild
 Date Range: Range: 2/6/2013~1/13/2014
 Patient Care Unit (at time of discharge): Blake
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Cases Per Point **Date Range**

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Thank you

