

Tool I: Northern Westchester Hospital's Guidelines for Patient Rounding by Care Manager

NORTHERN WESTCHESTER HOSPITAL PATIENT ROUNDING BY CARE MANAGER

PURPOSE:

Care Manager will conduct daily patient rounds on new admits and patients ready for discharge to evaluate patient satisfaction. We will be focusing on patient key drivers from the Press-Ganey/HCAHPS surveys focused on:

- 1 Communication regarding their plan of care and responsiveness to pain
- 2 Emotional support of the patient and family
- 3 Visitor accommodations (seating, sleeper chairs and noise levels)
- 4 Responsiveness to patient requests, questions concerns and complaints

Patients will be asked specific questions to determine level of patient satisfaction and areas requiring improvement. Staff nurses will be encouraged to join patient rounds as necessary.

PROCESS:

- Be prepared. Schedule rounding times into your daily schedule
- Have copies of your rounding sheet – one for each patient.
- Ask the primary nurse if there is anything you need to know about the patient and their experience to date before going into the patient's room.
- Ask the primary nurse if she has the time to join you for the rounding session.
- Address concerns presented to you during rounding immediately
- Escalate concerns to the Nursing Director and Patient Advocate as necessary.
- Document using the rounding sheet and hand in sheets daily to the Nursing Director. Weekly all forms to be submitted to Quality Management for data entry and reporting.

Patient Name: _____
 Room #: _____
 Date: _____

CARE MANAGER ROUNDING QUESTIONS

<p>Has your nurse explained to you the plan for your care today? Is there a particular thing that I can be helpful in getting you more information about?</p>	<p>Yes No _____ _____</p>
<p>Are we doing a good job controlling your pain?</p>	<p>Yes No - If not why? _____ _____ Interventions made/offered _____</p>
<p>Are we always responding to your requests in a timely manner? On a scale of 1-5 (with 5 being the highest) when you press the call bell how responsive is the staff to your requests?</p>	<p>Yes No - If no, why? _____ _____ 1 2 3 4 5</p>
<p>Have the nurses provided you with information about the medications you are receiving? Are there any questions regarding your medications that I can answer for you or get you information about?</p>	<p>Yes No _____ _____</p>
<p>Do you have specific spiritual or religious needs that we can assist you with?</p>	<p>_____</p>
<p>Are you happy with how we accommodate your visitors? Did we keep the noise level outside your room quiet?</p>	<p>Yes No - If no, why _____ _____ Interventions made/offered: _____ _____ Yes No - If no – ask patient to tell you time of day that noise levels were too loud _____</p>
<p>If there was one thing that you could change or enhance about your stay, what would that be?</p>	<p>_____</p>
<p>Do you have any questions about your discharge instructions that I can clarify for you?</p>	<p>Yes No _____</p>
<p>Is there anyone from your care team that you would like to acknowledge?</p>	<p>_____</p>
<p>Our goal is to make sure you feel safe, comfortable and well informed. We also want to make sure we are being responsive to your needs. How would you rate your overall experience (on a scale of 1-5)</p>	<p>1 2 3 4 5 If not a 5 – what can we do to make your experience better for you?</p>
<p>Other Comments/Suggestions</p>	<p>_____</p>

Adapted by Northern Westchester Hospital from Hardwiring Excellence by Q. Studer