Intentional rounding, bringing patients and staff together.

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Approach:

Using the framework within the Essentials of Care (Preparation, Assessment, Feedback, Action Planning, Implementation, Re-evaluation) we first assessed the needs of our staff and patients within the ward.

We used patient and staff surveys, tracked Six months of IIMs data, performed a call bell audit and completed ward observations.
THE EOC FRAMEWORK AND HOW TO GET INVOLVED

Staff can evaluate how the changes have impacted on:
- Workplace culture
- Patient experience
- Staff experience
- Clinical practice
By collecting information from:
- Patient Stories
- Observations
- Audits, ILMs, surveys
- Workforce data
- Staff issues and satisfaction

Staff can get involved in implementing improvements by leading, supporting and participating in activities
Staff can get involved in evaluating improvement activities by collecting quantitative and qualitative data on a regular basis

Re-evaluation:
Regathering information about care and culture

Preparation:
Engaging teams

Assessment:
Gathering information about care and culture

Feedback:
Critically reflecting and identifying themes

Implementation:
Implementing and evaluating actions

Action Planning:
Prioritising and actioning themes

Let’s Celebrate

The team celebrates achievements through:
- Showcasing
- Presentations
- Publications
- Research

Every staff member can be involved in:
- Information sessions
- Values Clarification
- Identifying a shared vision

Staff can collect and collate information about their care and the culture from:
- Patient Stories
- Observations
- Audits, ILMs, surveys
- Workforce data
- Staff issues and satisfaction

Staff come together to reflect on the information gathered and identify excellence in care and areas for improvement
Staff come together to prioritise and choose areas for improvement then set goals and actions plans
It was identified that our ward wanted to improve our interaction with patients and improve their experience.

We decided to trial Intentional Rounding using the Essentials of Care Framework.
Intentional rounding is a structured approach for nurses to assess their patients and provide appropriate care on an hourly basis.

Staff assess a patient's needs using the 5 P’s. (Pain, Pan, Possessions, Plugs and Position).
Every hour the nurse checks on all patients to ensure the 5P's are addressed.

**P**osition
If patient is unable to reposition themselves then record which position patient is in i.e. R (right) L (left) B (back)

**P**an
Do you need a pan or need assistance to go to the bathroom?

**P**ossessions
Is everything within reach? (reading glasses, tissues, buzzer, water)

**P**ain
Do you have any pain?

**P**lugs
Plugged in - PCA's / pumps etc

**S**leeping

**A**bsent

**E**mpty

**Please note the red box highlights the time when the number of falls increases on your ward.**
Outcomes.

6 months post implementation, we surveyed the staff and patients, reviewed IIMs data, collected patient stories and completed a call bell audit.
My job gives me a lot of satisfaction
Pre Implementation

- Hospital Acquired Pressure Injuries: 6
- Falls: 17
Post Implementation

- Hospital Acquired Pressure Injuries: 4
- Falls: 14
Quotes from Patients

“Such a happy place, everyone is working hard. Nursing is challenging and they always have a small on their face”

“If I press my nurse button at night they are here as quick as they can be or they come and tell me they are flat out and they will be back as soon as they can”

“They look after you and they put everything into it”

“Communication with staff has been good. Everyone has been very caring”
Quotes from Staff:

“Its going back to basics to improve patient care and experience”

“it increases patient contact”

“Anticipating patient needs”

“Helps Identify patient’s issues, sometimes they don’t speak up”

“Helps identify the confused patient”
Challenges.

- Staff engagement,
- management change,
- new ward environment,
- new speciality,
- high activity/acute in the in ward
Strategies:

Ongoing education, support from executive department such as Director of nursing, patient care initiatives nurse manager, we recruited new EOC facilitators.
We have recently completed a new vision statement for our ward and are planning a relaunch party.
7East1 Mission Statement

“We endeavour to maintain a supportive environment for all staff, patients and their families”

“It is our duty to be an advocate for every individual who comes under our care”

“We strive to ensure a high level of care through education ongoing skill development and continuous learning”
Acknowledgements

We would like to say thankyou to all the patients who kindly answered our surveys and the patients who gave their time to share their stories. Our ward staff, RPAH Executive and Patient Care Initiatives Nurse Manager, RPAH CERS Co-Ordinator.
The nicest thing about teamwork is that you always have others on your side. - Margaret Carty