Framing the Approach:
Purposeful Hourly Rounding

Extraordinary Nursing Care
Every Patient, Every Time

SCal 5th Nursing Quality & Innovation Conference
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Goal:
• The goal of Purposeful Hourly Rounding: improve patient care and patient safety through an efficient and qualitative process which research shows will also increase both patient and nursing satisfaction.

• Today’s goal: create an understanding of the ways in which current hourly rounding practices can be optimized to truly generate these evidence-based outcomes that were intended.

Definition:

Purposeful Hourly Rounding is...
an evidence-based, 8 behavior practice used by nursing and care teams to:

• Meet patient needs
• Improve safety outcomes
• Increase patient comfort
• Improve the nursing care delivery experience
• Reduce # of call lights
• Reduce distances walked
Purposeful Hourly Rounding Supports the Nursing Vision & Values

THE KAISER PERMANENTE NURSING VISION
Kaiser Permanente nurses advance the art and science of nursing in a patient centered healing environment through our professional practice and leadership.
Extraordinary nursing care. Every patient. Every time.

Reactive Patient Care – A part of our past?

Reactive Nursing vs. Proactive Nursing

Reactive
On-Demand Care
- Patient safety issues
- Falls and HAPUs
- Workflow is unpredictable
  - Random calls / interruptions
- Less time for patient care
- More patient complaints
- Not enough time for patient communication

Proactive
Anticipate Care Needs
- Increased patient safety
  - Fewer falls and HAPUs
- You control the workflow
  - Reduced calls / interruptions
- More time for patient care
- Increased patient satisfaction
- More / better patient communication
Purposeful Hourly Rounding: The 8 Behaviors
with examples of key words and activities

1. Introduction – Use Opening Key Words
   - Name, role, experience
   - To prevent infection I am using the hand sanitizer...

2. Perform Scheduled tasks
   - I am checking your vital signs so that...

3. Address the 3 P’s: Pain, Personal Needs, Position
   - Have patient rate pain each round
   - Assist with personal needs
   - Educate and assist patient on changing positions/ambulation

4. Address Additional Comfort Needs
   - “What else can I do to make you more comfortable?”

5. Conduct an Environmental Assessment
   - Are key items-phone, Kleenex, remote control-within patients reach

6. Use Closing Key Words
   - “Is there anything else I can do for you?”

7. Document in the room
   - In KPHealthConnect, on the Care Board

8. Explain When You Will Return
   - “I will return in about an hour. Would you like the door closed for privacy?”

The Evidence-based Case for Hourly Rounding

Nurses walked one-mile less per shift

HAPUs Reduced 14%
$15K each

Call Lights reduced 38%

Patient Falls Reduced 50%
$11.4K each

Improved Patient Satisfaction
12 point mean increase

Alliance for Health Care Research:
American Journal of Nursing (2006)
National Service Quality

The Evidence-based Case for Hourly Rounding

A More Efficient, Effective Shift

<table>
<thead>
<tr>
<th>Call Lights reduced</th>
<th>Top Reasons Pts Use Call Lights</th>
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<tbody>
<tr>
<td>38%</td>
<td></td>
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</table>

<table>
<thead>
<tr>
<th>Baseline Data: Reduced by:</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Bathroom Assist 15.4%</td>
<td>40%</td>
</tr>
<tr>
<td>IV / Pump Alarms 14.8%</td>
<td>40%</td>
</tr>
<tr>
<td>Accidental Hits 12.8%</td>
<td></td>
</tr>
<tr>
<td>Miscellaneous 12.6%</td>
<td>39%</td>
</tr>
<tr>
<td>Pain Medication 9.5%</td>
<td>35%</td>
</tr>
<tr>
<td>Needing a Nurse 9.0%</td>
<td></td>
</tr>
<tr>
<td>Position Assist 4.1%</td>
<td>29%</td>
</tr>
</tbody>
</table>

Alliance for Healthcare Research (2006) Study

Taking Hourly Rounding To the Next Level

If your unit is not achieving the outcomes expected from the implementation of hourly rounding, you may want to recalibrate your practice:

- Do you have baseline data?
- Are you connecting on a personal level?
- Are you using key words?
- How prescriptively are you executing the practice?

Keys to Success:

- Connection is the Key: personally connect with the patient.
  
  “Anyone can go into the patient room, but the key to the practice is personally connecting with the patient.”

- Key Words: using well thought out phrases that target opportunities to increase trust, confidence and safety generate a higher quality patient experience.
Keys to Success Continued:

- Your own Call to Action: Gathering baseline data of number and reasons for patient initiated requests (call lights, VOCERA, Spectra Link), miles walked, falls and HAPUs will allow the practice in your unit/facility to be evidence based. Re-establish a baseline if re-launching.

- Integration: All Nursing activity that occurs in the patient's room is integrated into the Purposeful Hourly Round. This is not a separate or new activity but allows nurses to be more efficient by grouping tasks and making key statements to ensure all patient needs are taken care of at the same time.

Keys to Success Continued:

- Team Communication: Follow up and communicate about findings and actions. Display baseline data and progress so purposeful hourly rounding is reinforced.

- Consistency: All units, shifts, weekdays and weekends. Provide real time coaching for nurses so they can be successful.

- Accountability: This makes difference between a long-term practice and a flavor of the month. Visible documentation in the room is the key to accountability.

- Recognition: Engage the unit in the type of recognition that appeals to them. Plan events, awards, Senior Leadership recognition for improved results.

Consultation and Resources:

Consultation and customized trainings are available to maximize Purposeful Hourly Rounding effectiveness and sustainability. [http://kpnet.kp.org/qrmi/service2/SOE/roundings.html](http://kpnet.kp.org/qrmi/service2/SOE/roundings.html)

- Frontline Nurse Training package including presentation materials with accompanying videos, tools and recorded presentations.

- Nurse managers Training package to support their role in the successful implementation of Purposeful Hourly Rounding.
The KP Irvine Hourly Rounding Relaunch Experience...

Taking it to the next level!

A Success Story – from KP Irvine Medical Center 3MSA

It all started........2008 Evidence Based nursing conference

The Pay Off...... for 3 MSA – Telemetry Unit at KP Irvine

> 50% Decrease in Call Lights!!

> 50% Decrease in Call Lights!!

> 50% Decrease in Call Lights!!

> 50% Decrease in Call Lights!!

> 50% Decrease in Call Lights!!
HCAHPS Scores Significantly Improved!

Reactions to Hourly Rounding

- Staff verbalized satisfaction
- Patients verbalized satisfaction

We have the time