

# Intentional Rounding

Intentional planned action of staff through proactive anticipation of patient-care needs by rounding each hour.

- it is a strategic way to improve quality care - decreasing falls, and hospital acquired pressure injuries, and
- proactively anticipating patient care needs
- communication to involve and inform about their care - *'Is there anything I can do for you'*

# Intentional Rounding

- *Hello, my name is \_\_\_\_\_ . I'm here to do rounds.*
- Assess patient's pain levels using appropriate assessment scale. Ask the patient if he or she is in pain. Provide pain medication as appropriate.
- Offer toileting assistance (urinal, bedside commode, assistance mobilising to the bathroom).
- Assess the patient's position, and reposition if necessary.
- Put the call bell within reach, check patient can use.
- Personal items within patient's reach - telephone, TV, bedside table, tissues, and
- Place can tidy bag next to the bed, straighten up room, dispose of rubbish
- *What else I can do for you before I leave? I have time.*
- *I, or another member of the healthcare team, will be back in the room at <state time>.*
- *Until then, please do not get up without notifying us. Please use your call bell.*

# Intentional Rounding

## What Right Looks Like

# Intentional Rounding

## ➤ *Hourly rounding and patient falls: What factors boost success?*

Goldsack et al 2015, Nursing 45(2): 25-30.

- Successful proactive hourly rounding requires leadership and front-line staff actively involved in the program design with support from unit champions.
- Significantly reduced fall rates and reduced call bell use.

## ➤ *Round with purpose*

Sherrod et al 2012, Nursing Management 43 (1): 32-38

- Reduction in falls with serious injury, recognition of reducing pressure injuries - through patient positioning
- Success attributed to frontline staff involvement - rounding process and toolkit

## ➤ *Hourly rounding to improve nursing responsiveness: a systematic review*

Mitchell et al 2014, J Nurs Adm 44(9): 462-72.

- improvement in patients perception of nurses responsiveness
- reduction in patient falls and call bell use

# Intentional Rounding

## Resources

CEC: Intentional Patient Rounding - Information for Clinicians and Health Professionals October 2017,

Hunter New England Resources

- videos

### What Right Looks Like

- P**osition
- P**atient Environment
- P**ersonal Needs
- D**iscomfort/Pain
- D**ocumentation
- D**evelop


### INTENTIONAL PATIENT ROUNDING

#### INFORMATION FOR CLINICIANS & HEALTH PROFESSIONALS

Intentional Patient Rounding is purposeful hourly communication by a healthcare team member with each patient and/or their carer or family.

**Intentional Patient Rounding with purpose:**

- Keeps patients and/or their carer or family informed about and involved in their care
- Supports the delivery of safe, quality care
- Regularly evaluates the quality of care delivered
- Creates trust and reduces patient and/or carer or family anxiety by providing clear expectations for each interaction by a known care giver.



It is not an additional attendance to a patient and/or their carer or family on the hour, but is a system of providing holistic care to all patients and/or their carers or families during the course of usual scheduled activities. This means that a planned task such as administering medications or taking observations becomes the opportunity to undertake intentional patient rounding. It enables evaluation of the effectiveness of strategies and plan care in partnership with the patient and/or their carer or family. This ensures awareness of the clinical and personal needs of the patients they are caring for and helps to manage workload proactively. The information gathered during hourly rounding throughout a shift will inform clinical handover information.

Intentional Patient Rounding Behaviours	Expected Results
Use opening key words (greeting, introduction of self)	Contributes to trust, therapeutic relationship
Ask the patient and/or carer/family what you can do for them	Improve communication and individualised care
Accomplish and document scheduled tasks (planned care, observations etc.)	Contributes to safety, efficiency and delivers on planned care
Assess the following: <ul style="list-style-type: none"> <li>• Personal needs</li> <li>• Position</li> <li>• Patient environment</li> <li>• Discomfort</li> <li>• Devices</li> <li>• Documentation</li> </ul>	Care is provided to meet the individual needs of each patient, which contributes to improved outcomes, quality indicators and reduced risk through activities including: <ul style="list-style-type: none"> <li>• Personal cares</li> <li>• Analgesic requirements</li> <li>• Positioning and comfort</li> <li>• Maintaining therapeutic relationships</li> </ul>
Update Patient Care Boards as required in consultation with patient/family/carer	Individualised care for patients
Inform the patient and/or family or carer when you will be back	Contributes to therapeutic relationship, provides reassurance, is proactive and improves efficiency
Document the round	Quality and accountability

CLINICAL EXCELLENCE COMMISSION