



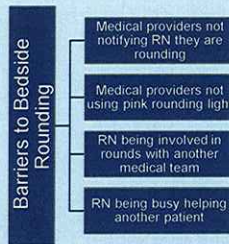
Does RN/Provider Rounding at the Bedside Increase Patient Satisfaction Scores Regarding Communication Between RNs and Medical Providers

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Background

- 44 bed, medical/surgical unit at academic hospital
- Bedside rounding between registered nurse (RN) and medical provider is encouraged to increase patient satisfaction scores in communication
- Several interventions were put into place to increase RN/Provider rounding at the bedside



Interventions

- Use of call bell system, Responder 5, by the medical providers was inconsistent
- The goal was for providers to press a button at the patient's door which turned on a pink light outside the patient's room to alert nurse that they were rounding on the patient in the room
- 10/1/14: A survey was sent out to staff to identify barriers to bedside rounding and use of the pink rounding light call system

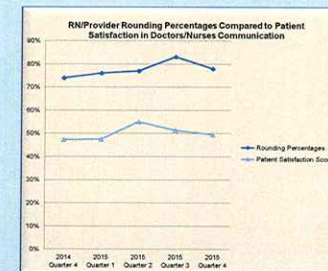
- 2/3/15: Plans were to made to enforce bedside RN/Provider rounding at the weekly Unit Based Accountable Care Team (UACT) meeting
- 7/14/15: Patient satisfaction scores and RN/Provider rounding scores were reviewed
- 10/20/15: Bedside rounding was re-visited at the UACT meeting. Dr. Brian McGillen, MD stated he would re-enforce use of the pink rounding light with all providers
- 11/1/15: Family Community Medicine (FCM) Nurse Practitioners, Michelle Shaffer, CRNP, FNP-BC and Eric Messner, Ph.D., FNP-BC had FCM providers wear badges that automatically activated the pink rounding light when the provider entered the room
- Audits were performed to identify RN/Provider rounding numbers

Results

- According to audits, percentage of RN/Provider rounds showed an initial increase and then a one-time decrease the last quarter
- Quarter 4 in 2014 (10/1/14 to 12/31/14) - 74%
- Quarter 1 in 2015 (1/1/15 to 3/31/15) - 76%
- Quarter 2 in 2015 (4/1/15 to 6/30/15) - 77%
- Quarter 3 in 2015 (7/1/15 to 9/30/2015) - 83%
- Quarter 4 in 2015 (10/1/15 to 12/31/15) - 78%

- To figure out if this made an impact on patient satisfaction, the National Research Corporation (NRC) Catalyst survey trends were reviewed under the topic "Doctors/Nurses Communication"

- Quarter 4 in 2014 (10/1/14 to 12/31/14) - 47.4%
- Quarter 1 in 2015 (1/1/15 to 3/31/15) - 47.5%
- Quarter 2 in 2015 (4/1/15 to 6/30/15) - 55.1%
- Quarter 3 in 2015 (7/1/15 to 9/30/2015) - 51.3%
- Quarter 4 in 2015 (10/1/15 to 12/31/15) - 49.6%



Conclusions

- The two highest scores on the patient satisfaction NRC Catalyst survey occurred during two of the quarters when RN/Provider rounding at the bedside was highest
- The two lowest NRC scores occurred when the RN/Provider rounding percentages were the lowest
- Percentages for RN/Provider rounding at the bedside increased when interventions were put in place or re-visited
- A constant effort from both RN's and medical providers must continue to increase rounding and to increase patient satisfaction with regards to communication between the two disciplines

References

- National Research Corporation Catalyst survey results
- Survey Monkey results provided by Michelle Shaffer, CRNP, FNP-BC
- Manual rounding audits performed and results provided by Jill Hawk, BS, BSN, CCRN

