

Engaging the Patient & Family through Shift-Change Handoff & Bedside Rounding at Northwell Health



Rounding at Northwell Health

Structure



The right people

- Rounding collaborative
- Unit based rounding champions

Process



Education and validation:

- Online learning modules on purposeful proactive hourly rounding and on nurse manager rounding
 - Rounding competency
- Layered handoff and rounding strategies

Outcomes



Monitoring tools

- Rounding apps for desktop and handheld devices
- Rounding dashboard

Long Island Jewish Valley Stream



Hip and Knee
Replacement Certified



Structure: Key Strategies for promoting a culture of bedside rounding



Process: Tool created by frontline staff

Unit Change of Shift Brief

Date: 1/8/19

Shift: 7A-7P

"Welcome everyone, and thank you for coming to huddle,"

TEAM

Manager: X Unit Secretary: X
 Nurses: 1) X 2) X 3) X 4) X 5) X
 NAs (1st shift): X , X , X , X , X
 NAs (2nd shift): X , X , X , X , X
 PIXIS Count Date (Weekly): _____

ENVIRONMENT

Census: 30 Pending admissions: 0 Pending discharge: 0
 Shift Report (choose any): Busy and Managed Quiet and Steady Let's Talk

What went well (or what are we proud of)? Team work

What can we do better? Improve communication

High risk for falls (diligent monitoring & supervision)	<u>251W, 242I, 243D</u>		
Chairs alarms/Belts	<u>251W, 238D</u>	Central liens	<u>232D</u>
Constant observation	<u>244W</u>	Foley Catheters	<u>232D, 235D</u>
Enhanced observation	<u>251DN, 252DN, 244W(1:1)</u>	Trach's/Vents/Bipap	
Cardiac observations		Transfusions	
Pressure ulcers	<u>252W, 242I</u>	DNR/MOLST	<u>242I</u>
Telemetry	<u>244D, 244W</u>	Name alerts	
Telemetry	<u>232W, 231W</u>	Isolation	<u>231W, 233I</u>
Dialysis	<u>237D, 245W</u>	Restraints	
OR		CIWA	<u>252D</u>

ADVOCATE

LEP (interpreter needed/scheduled): _____

Patients or families requiring extra emotional support: _____

Safety announcement: _____

New Businesses: _____

MOTIVATE

Today's quote: Success is not final, failure is not fatal. It is the courage to continue that counts.

Rounding Challenges

Inconsistency

Culture of
Ownership

Patient and
Family

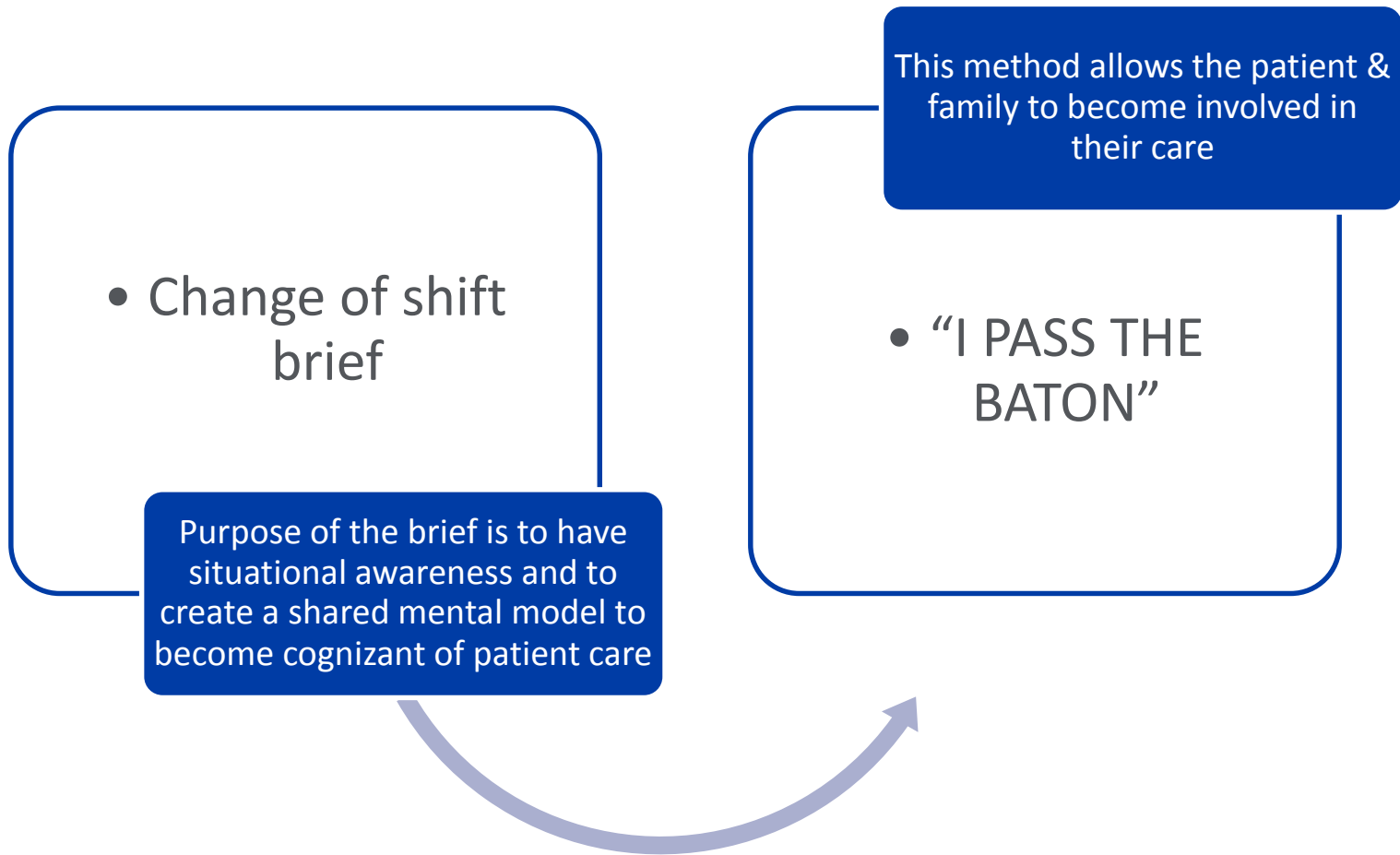
Deficiency of
Monitoring
Model

Competing
Priorities

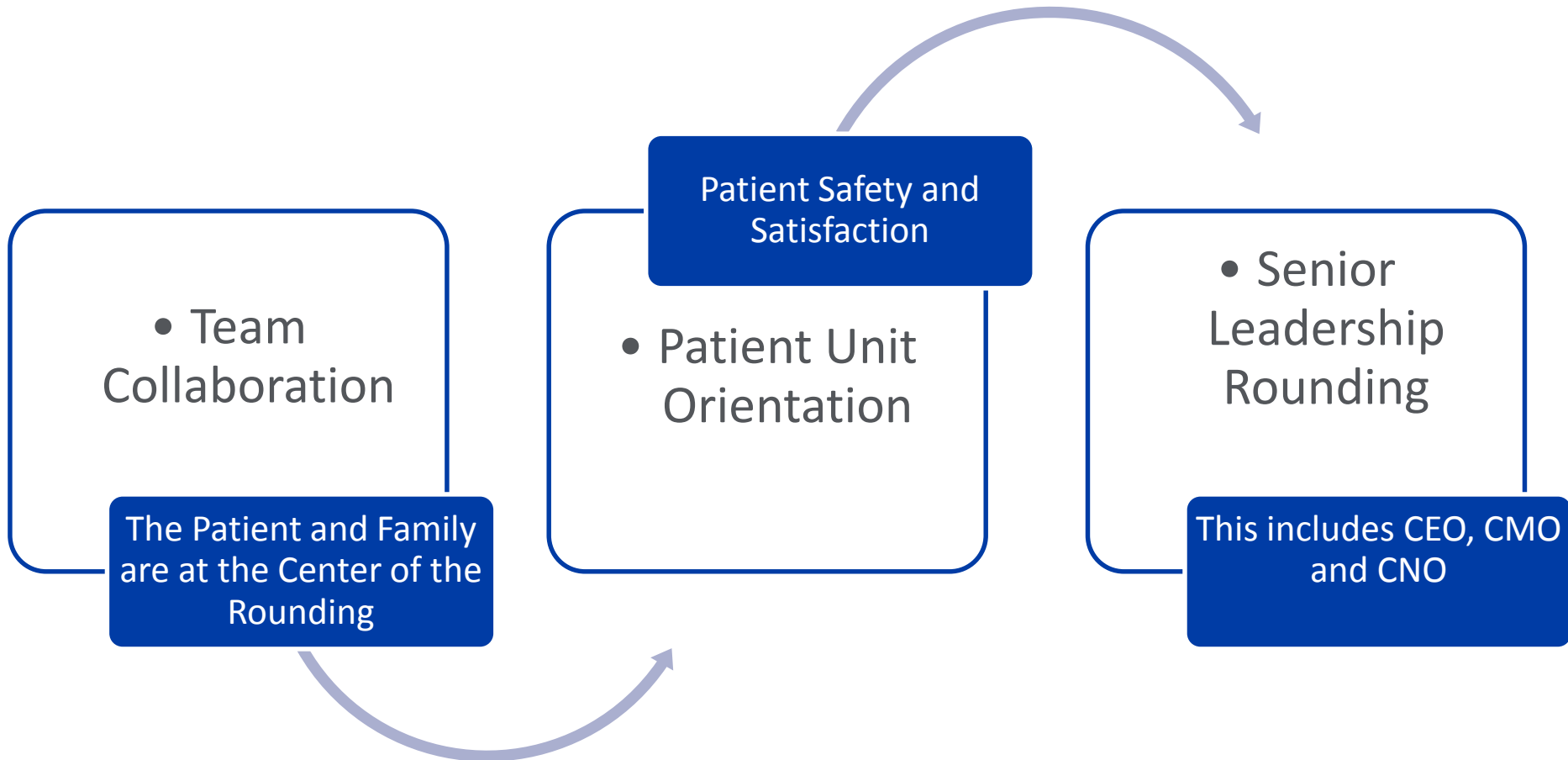
“I PASS THE
BATON”

TeamSTEPPS: Building Culture of Bedside Rounding

Situational Monitoring



Building a Culture of Interdisciplinary Bedside Rounding



The Interdisciplinary Team



Outcomes: Improvements

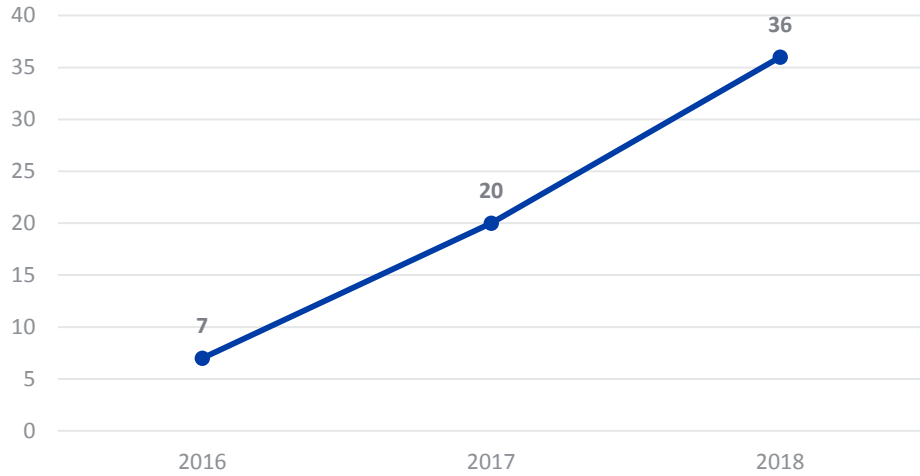
TeamSTEPPS

Patient
Satisfaction

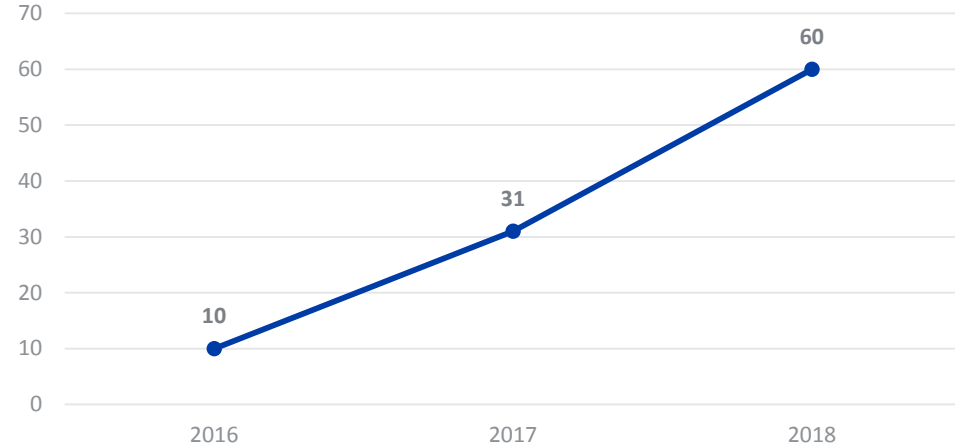
Quality
Indicators

HCAHPS: Percentile Outcomes at LIJ Valley Stream

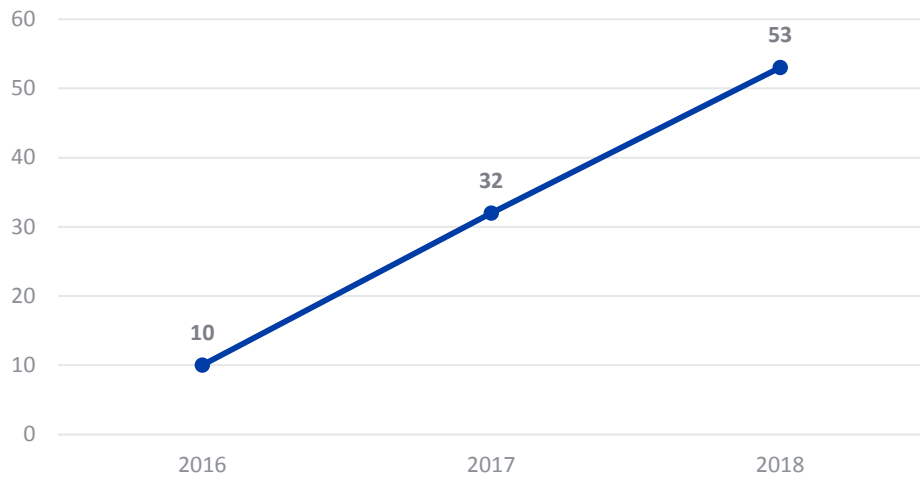
LTR



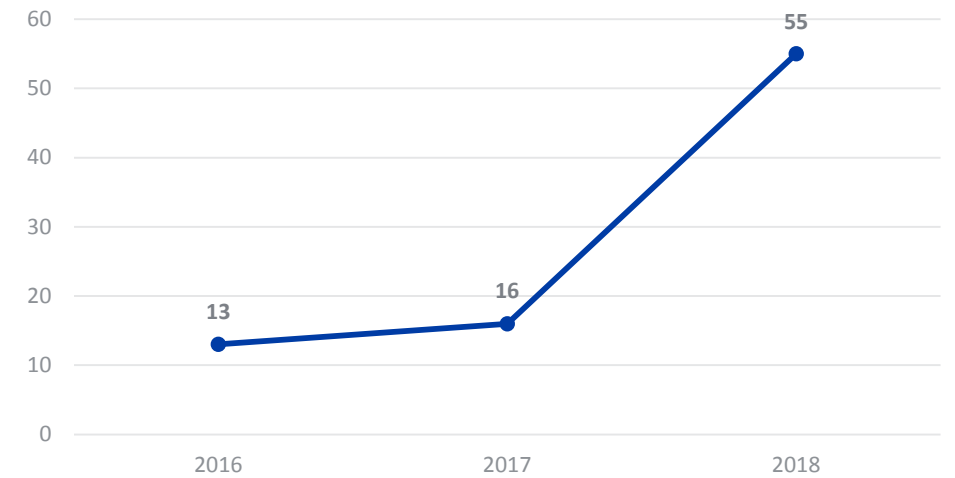
Nursing Communication



Courtesy / Respect

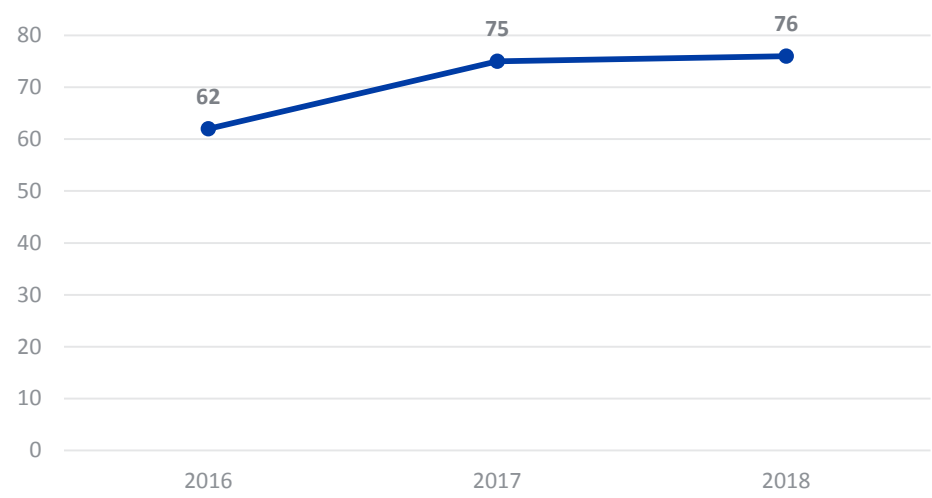


Responsiveness of the Staff

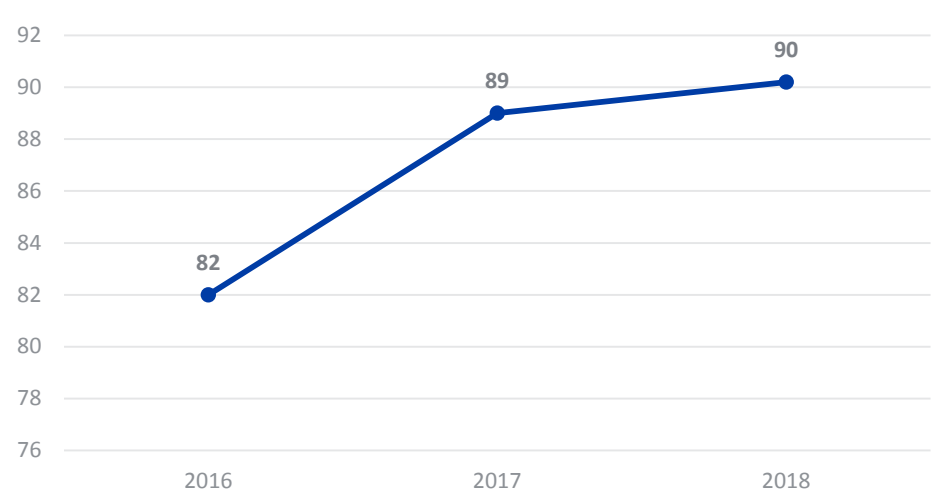


HCAHPS: Leadership Rounding at LIJ Valley Stream

Nurse Rounding

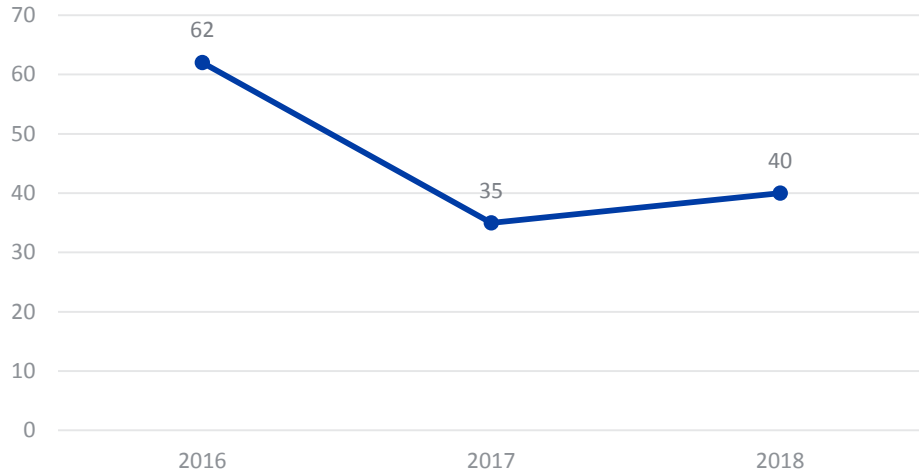


Nurse Manager Rounding

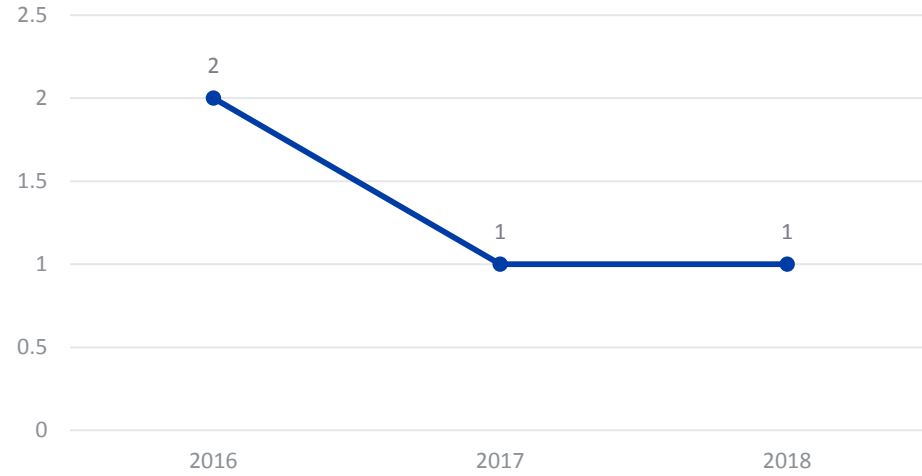


Quality Nursing Sensitive Indicators

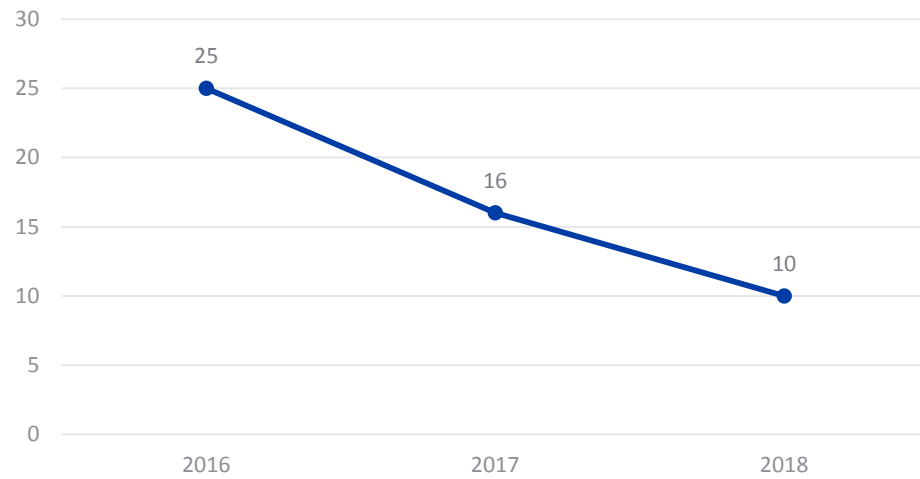
Falls



Falls with Injury



Pressure Injuries

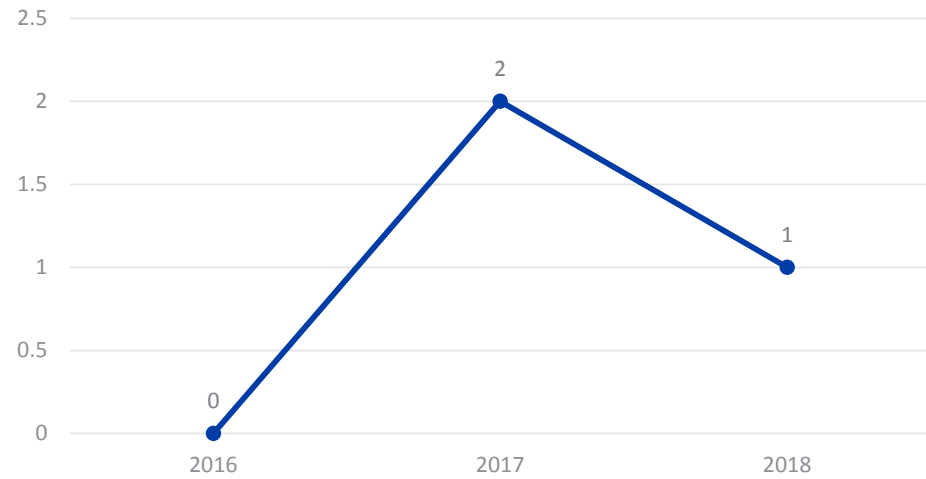


Quality Nursing Sensitive Indicators

CLABS



CAUTI's



Thank you!

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