



BAPTIST HEALTH®

# Hourly Rounds

## Baptist Health Richmond

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## Hourly Rounding Best Practice

- Purposeful rounding on all levels
  - Senior Team rounding
    - Support nurse leaders' and staff
  - Nurse leader rounding
    - Gather patient perception of staff rounds and discuss feedback with staff
    - Point of service recovery as needed
- Patient- centered validation of staff rounding with one on one observation (6/17)
  - Unit Specific
  - Immediate feedback and coaching
  - Scripting versus Living
  - Reinforcing of AIDET



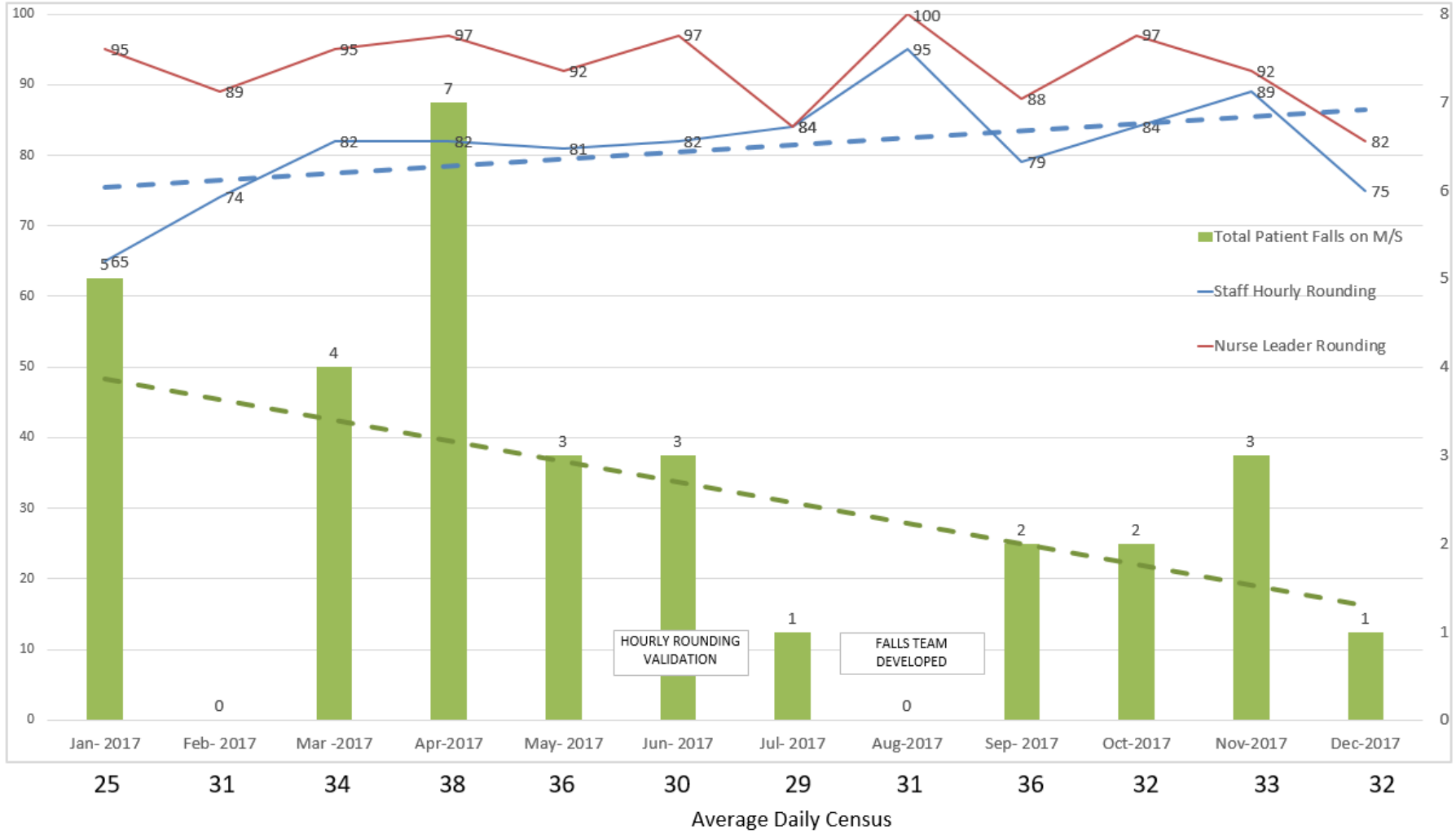
## Unit Based Team

- Interdisciplinary falls team created
  - Nurses, Patient Care and Physical Therapy Techs
  - Reinforce patient education
  - Piloted gate belt use on ALL patients who require assistance walking
  - ALL patients scoring “high fall risk” are not left unattended while on BSC



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# 2017 Outcomes Hourly Rounding and Falls





## Is your hourly rounding program really a “best practice”?

- Four Ps specifically addressed
- Employee onboarding
- Daily nurse leader rounding to validate performance
- Ongoing observations and coaching
- Annual competency