Nurse-Led Rounds

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Objectives

• Objective: Establish one method to improve interdisciplinary communication in regards to planning of patient care in your unit.

Disclosure

• We having nothing to disclose.
Background

• 51 bed level IV NICU
• Nurses expressed concerns:
  – Lack of autonomy
  – Lack of Interdisciplinary plan of care
  – Difficulty obtaining timely orders
• Family expressed concerns:
  – Continuity of care plan
  – Consistent communication
• Survey scores (NRC Picker & NDNQI) reflecting nursing concerns

Baseline NRC Picker Communication

• “How often was there good communication between the different doctors and nursing?” 58.5%
### Baseline NDNQI Results 2016

<table>
<thead>
<tr>
<th>Unit</th>
<th>Adequate Staffing</th>
<th>Nurse Mgr. Leadership Support</th>
<th>Nurse Participation in Quality of Care</th>
<th>Nurse Participation in Patient Safety</th>
<th>RN - RN Interaction</th>
<th>RN - RN Rights</th>
<th>RN - RN Support</th>
<th>RN - RN Team Roll-up</th>
</tr>
</thead>
<tbody>
<tr>
<td>NICU</td>
<td>2.63</td>
<td>2.92</td>
<td>3.03</td>
<td>2.78</td>
<td>4.24</td>
<td>5.38</td>
<td>4.55</td>
<td>4.65</td>
</tr>
</tbody>
</table>

### Purpose

- Accountability to know pertinent information about patients
- Develop true interdisciplinary care planning
- Improve the interdisciplinary communication
- Provide consistent communication with families

### Methods

- **Phase 1:**
  - Communication Boards implemented by NICU Family Experience Committee
  - Provided an area for parents to ask questions for interdisciplinary team
  - Updated per shift with date, care team names, phone numbers, and care plan changes
Methods

- Phase 2:
  - **Nurse-Led Rounds**
  - RN Manager, RN Educator, & Fellow met to discuss expectations, work flow and questions for team
  - **Nurse**: Update team on any pertinent patient history, significant events & nursing concerns
  - **Resident/Fellow**: Review body systems
  - **Attending**: Discuss changes in plan of care with team
  - **Nurse**: Conclude rounds with recapitulation of the discussed plan of care & updates communication board

A New Issue

- Reassessment of NRC Picker results
  - Post Nurse-Led Rounds implementation
  - New key driver question appeared
  - “During this hospital stay, did providers or other hospital staff ask about your child’s pain as often as your child needed?”
  - 76.9%
Baseline NRC Picker: Pain

Methods

• Phase 3:
  – Scripting on Pain management added to nurse-led round template
  – Families hear/contribute to discussion of pain assessment & control during their participation in rounding

Post Communication post

Pre: 58.5%
Post: 71.9%
Post Consistent Care

Pre: 70.7%
Post: 82.5%

Post Pain

Pre: 78.7%
Post: 86.9%

Post NDNQI Results for 2017

Pre:
- Autonomy: 4.24
- Interprofessional: 3.78
Results

- “Good communication” 13.4% increase.
- “Consistent communication” 11.8% increase.
- “Pain control” 8.2% increase.
- NDNQI results increased by 0.22 for autonomy and inter-professional roll-up
  - Both metrics 0.01 away from being green.
- Providers commended nursing staff on improved communication and knowledge of patients.
- Nurses expressed increased satisfaction with providers promptly entering orders during rounds.
- Increase in overall family satisfaction
  - Less concerns voiced to nursing leadership in regards to communication.