Success with Hourly Rounding in the Emergency Department
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Background/Significance
Purposeful Hourly Rounding is an evidence based best practice that is proven to enhance patient safety and satisfaction. Most Emergency Departments experience challenges in hardwiring this best practice. The high acuity, unpredictability and fast paced nature of the Emergency Department are common barriers faced by hospitals who attempt to implement purposeful hourly rounding. Research on hourly rounding demonstrates:
- Reduced falls.
- Reduced call bell dings.
- Increased patient satisfaction.

Results
19 Reduced falls.
523 Hourly purpose
59 80% reduction in formal member grievances.
46% improvement in hourly rounding compliance.
38% reduction in call bell dings.
5.1 point improvement in Member Patient Satisfaction Score question "Staff Checked in on You Often".

Purpose
Hourly Rounding has traditionally been an inpatient practice however studies have shown significant results when implemented in the Emergency Department. To capitalize on the results we focused on the following:
- 32 reported patient falls for the 2016 calendar year.
- 22 formal grievances per month on average for the 2016 calendar year.
- 1,379 average call bell dings a month during the 2016 calendar year.

Our aim was to improve the patient’s care experience and reduce falls.

Design
This was a quality assurance project.
- To foster ownership, the Leadership Team taught a mandatory evidenced based two-hour Service Excellence course that focused on AIDET and Hourly Rounding in the ED. The course included an overview of the current status, literature review, education on AIDET and Hourly Rounding, role playing, videos of staff performing AIDET and Hourly Rounding, skill validation on AIDET and Hourly Rounding, and a written evaluation of understanding of concepts.
- 55 total courses were taught in a one month time span. 100% of the nurses and emergency department technicians completed the training. 150 ED Nurses and 55 ED technicians completed the training.
- To ensure alignment, the entire Emergency Department team was educated on the purpose and practice of Purposeful Hourly Rounding via meetings, news letters, posters, and badge insert cards. Additionally, there was as a program kick-off celebration.
- Multidisciplinary Service Excellence and Fall Reduction committees were created to achieve buy in from the frontline staff and to provide an forum for frontline staff to voice their input on the implementation of hourly rounding.
- AIDET embroidered scrubs were given to all staff to kick off the implementation of Hourly Rounding.

Setting
The setting of the project took place in an academic urban Emergency Department that specializes in a combined adult and the pediatric population located in the Silicon Valley of Northern California.
- The facility is a certified stroke, cardiac, and LVAD receiving center.
- Kaiser Santa Clara Emergency Department had approximately 78,000 patient visits in 2017.

Methods
100% of the Emergency Department nurses (including Traveler RN’s) and Emergency Department technicians completed the Service Excellence training course during August 2016. Hourly Rounding go live was at the end of September 2016. Staff were held accountable for the 8 behaviors of Purposeful Hourly Rounding. Each staff member was validated on AIDET/Hourly Rounding on a monthly basis... Realtime feedback was provided during validations. Data was collected on the following:
- Fall data, call bell dings, patient satisfaction scores, and member grievances.
- Additionally, Hourly Rounding compliance was tracked by auditing the rounding logs. The logs were hung inside each patient room in a space that was visible for the patient and family members.

Implications
- Expanding the practice of hourly rounding in other Emergency Departments to enhance safety and ensure high quality of care.
- Hourly rounding in the ED results equate to measurable and invaluable positive outcomes for both patients and staff.

References