Project Aim
Improve patient satisfaction and safety through implementation of purposeful and timely nursing rounds.

Objectives
• Assess current compliance with evidence-based criteria
• Improve best practice knowledge amongst staff nurses
• Improve compliance using evidence-based criteria regarding nursing rounds.

Methods
• Direct observation was employed to assess timeliness and utilization of a protocol when rounding.
• Johanna Briggs Institute audit criteria was used to evaluate best practice interventions.
• Comparison of baseline data to post intervention data were collected on the same criteria.
• Compliance percent comparisons were used to present the quality improvement results.

Results
• Rounding frequency at specified intervals during awake and sleeping hours nearly doubled.
• Use of a rounding protocol increased substantially to 64% compliance from zero.
• Nurse communication and pain management scores increased modestly (5% and 11% respectively).
• Responsiveness of hospital staff increased moderately from 39% to 54%.
• Patient falls decreased by 50% with rounding timeliness and protocol use.

Baseline, Post Intervention, and HCAHPS Score Comparison

Nursing Implications
• Nurses have the ability to improve patient satisfaction and patient safety outcomes by utilizing nursing round interventions which serve to improve patient communication and staff responsiveness.
• Having supportive infrastructures and an organized approach, encompassing all levels of staff, to meet patient needs during their hospital stay was a key factor for success.
• Hard-wiring of new practices related to workflow takes time as staff embrace change and understand how best practice interventions significantly and improve patient outcomes.

Patient Falls

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<th>Implementation</th>
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<td>2</td>
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Setting
This project was conducted on a 28-bed medical surgical unit at a tertiary care facility which provides care primarily to oncology and bariatric patients.

Contact Information
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Credits
University of California San Francisco Johanna Briggs Institute (JBI) Centre for Synthesis and Implementation