Nurse Leader Rounds is a process that allows nurse leaders to connect and retrieve feedback from patients. This tactical approach is used to reinforce patient care, verify nursing behaviors, gain real-time response about their treatment plan, achieve instantaneous service recovery, follow up to assure all patients needs are met, and develop a trusting relationship with staff, patients and families.

HCAHPS questions is a guide for Nurse Leaders to translate the content into actionable items to enhance care delivered. This study analyzed the impact of daily Nurse Leader Rounds (NLR) on nurse-related patient satisfaction scores in two postsurgical units.

### Aims

1. To examine the difference in the percentage scores of patient satisfaction with communication (SC) with nurses following NLR implementation.

2. To examine difference in percentage scores of patient satisfaction with medication management (SMM) following NLR implementation.

3. To examine difference in percentage score of patient satisfaction with discharge information (SDI) following NLR implementation.

4. To identify ways to improve & expand NLR in the hospital using analyses from nurse specific items (Aims 1 to 3).

### Methods

This was retrospective descriptive comparison study that evaluated patient satisfaction scores using a standardized instrument at two time periods. The HCAHPS survey data was used before and after implementation of NLR on two postsurgical units.

Patient satisfaction scores were evaluated anonymously. Pre and post surveys were conducted to adult patients that were discharged from the two units.

Pre-implementation period was scheduled from 2/1/2014 to 7/31/2014, N=349.

Post-implementation period was scheduled from 8/1/2014 to 12/31/2014, N=306.

### Results

The results support effectiveness of the NLR.

**Aim 1:** Significant improvement in patient satisfaction with nurse related communication. These questions related to courtesy and respect.

**Aim 2:** Communication about medicines & side effects did not improve the patients knowledge of medications or side effects followed by NLR implementation.

**Aim 3:** Communication was identified as strong pre and post study, and was not significantly changed by NLR intervention. These were questions related s/s that patients need to watch out for after discharge.

**Aim 4:** The following are proposed modifications identified to improve and expand NLR in the hospital to enhance medication knowledge during the discharge process.

### References


