

CARE ROUNDS: Its Positive Impact on Patient Satisfaction, Fall and Call Bell Frequency, and Nursing Job Satisfaction

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RESEARCH QUESTION

Do “Care Rounds” have a positive effect related to patient satisfaction, patient safety, and job satisfaction in a medical-surgical/telemetry inpatient unit?

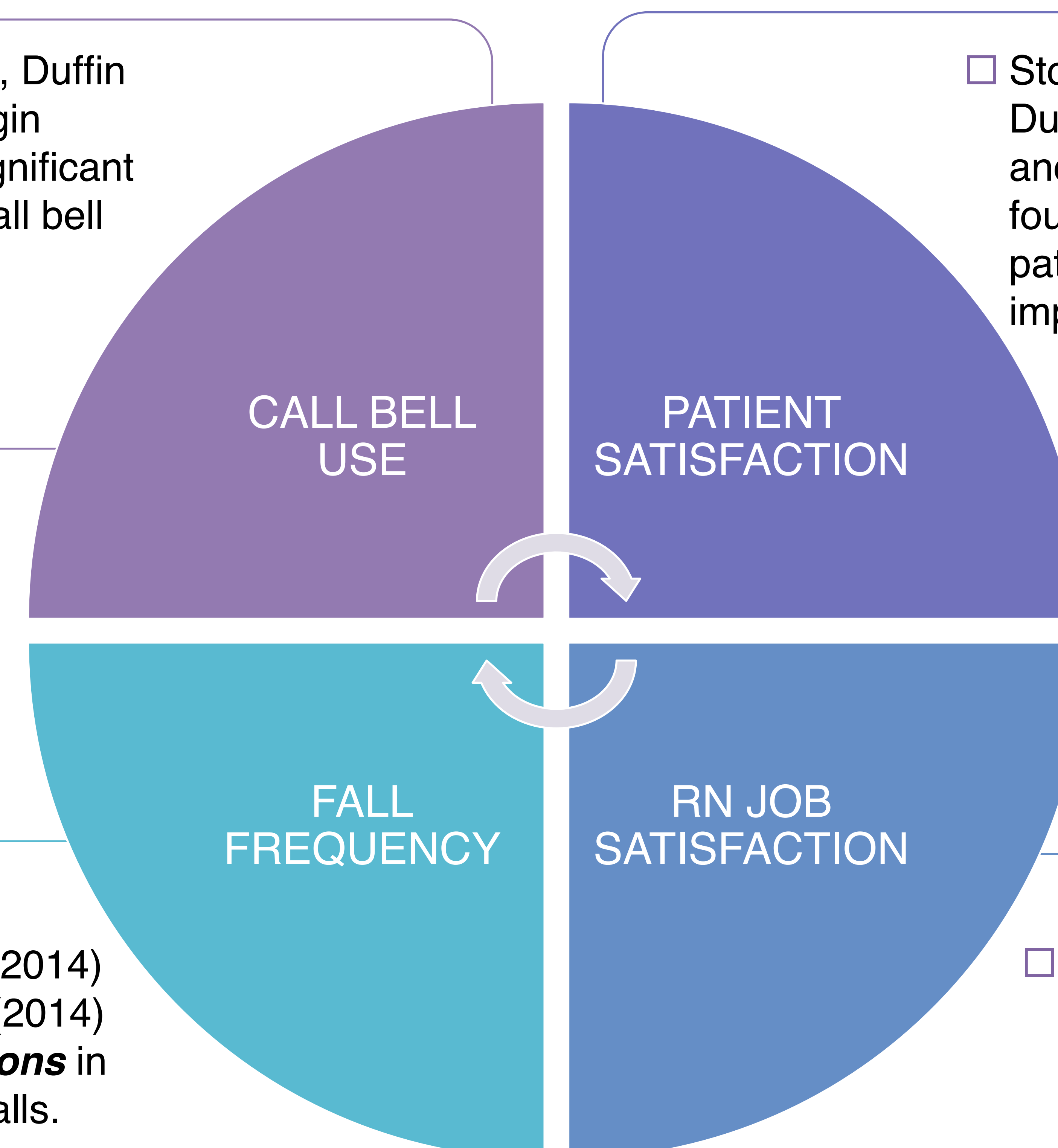
BACKGROUND

- “Care Rounds”, also known as hourly rounding
- “A proactive, systematic, nurse-driven, evidence-based intervention that helps us anticipate and address patient needs” (Med-Surg Matters, 2017).
- Originated in the United States, then adopted internationally.
- Research has shown an increase in patient satisfaction, decrease in patient falls and call bell frequency, and an increase in job satisfaction for nurses.
- Currently, on medical-surgical/ telemetry floors, Care Rounds are in place, but staff often question its benefits.

CURRENT EVIDENCE

- Stoddart (2014), Duffin (2010) and Bergin (2011) found significant **decreases** in call bell use.

- Stoddart (2014), Durazo et al. (2014) and Bergin et al. (2011) found **improvements** in patient satisfaction after implementation.



- Durazo et al. (2014) and Stoddart (2014) found **reductions** in ground level falls.

- Duffin (2010) reported RN's being **less stressed** after implementation of hourly rounding.

PRACTICE IMPLICATIONS

- Hourly rounding has shown to have a positive impact on call bell and fall frequency, and patient and nursing satisfaction
- Staff needs to be committed in order for the impact to be at its highest potential.
- Having a consistent dialogue in hourly rounding is essential. Remember the 4 P's (i.e. Pain, Positioning, Potty and Possessions)
- In conclusion, it is better to be *proactive* rather than *reactive*

Need	Question	Action
Pain	"How is your pain at this time?"	Medicate or treat accordingly.
Position	"Are you comfortable?"	Address the patient's position within the bed, add or remove blankets or pillows, or adjust the room temperature.
Potty	"Do you currently feel the need to use the restroom?"	Assist the patient to the restroom.
Possessions	"Do you have your call light within your reach?"	Move items close to the patient, refill water pitcher, tidy up room from clutter, and offer snacks where warranted.

