

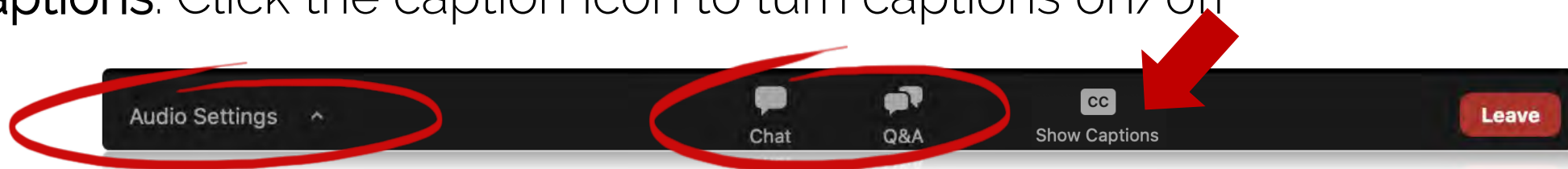
Adapting Rounding Programs Over Time: How Leading Organizations Evolve to Excel

September 28, 2023



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- All participants are muted.
- **Audio Settings:** ability to select your speakers and adjust your volume.
- **Chat:** for sharing of ideas, interacting with speakers and attendees; not for promoting services and products. Make sure you choose '**Everyone**' in the dropdown in the chat box.
- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



- Receive follow up email tomorrow with webinar slides, recording and link to survey.

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- This program is approved for 1 PXE.
- In order to obtain patient experience continuing education credit, participants must attend the program in its entirety and complete the evaluation within 30 days.
- The speakers do not have a relevant financial, professional, or personal relationship with a commercial interest producing health care goods/services related to this educational activity.
- No off-label use of products will be addressed during this educational activity.
- No products are available during this educational activity, which would indicate endorsement.

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Our Speakers



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OSF HealthCare

Adapting Rounding Programs Over Time: How Leading Organizations Evolve to Excel



nobl[®]

Empowering Care



About Nobl



All Encompassing Rounding Platform

Tailored to your use case:

- Leader Rounding on Patients
- Leader Rounding on Environment of Care
- Employee Rounds
- Audits, Observational, and Tracer Rounds
- Hourly rounding

NoblHealth.com

The problem:

The Fallacy of Change

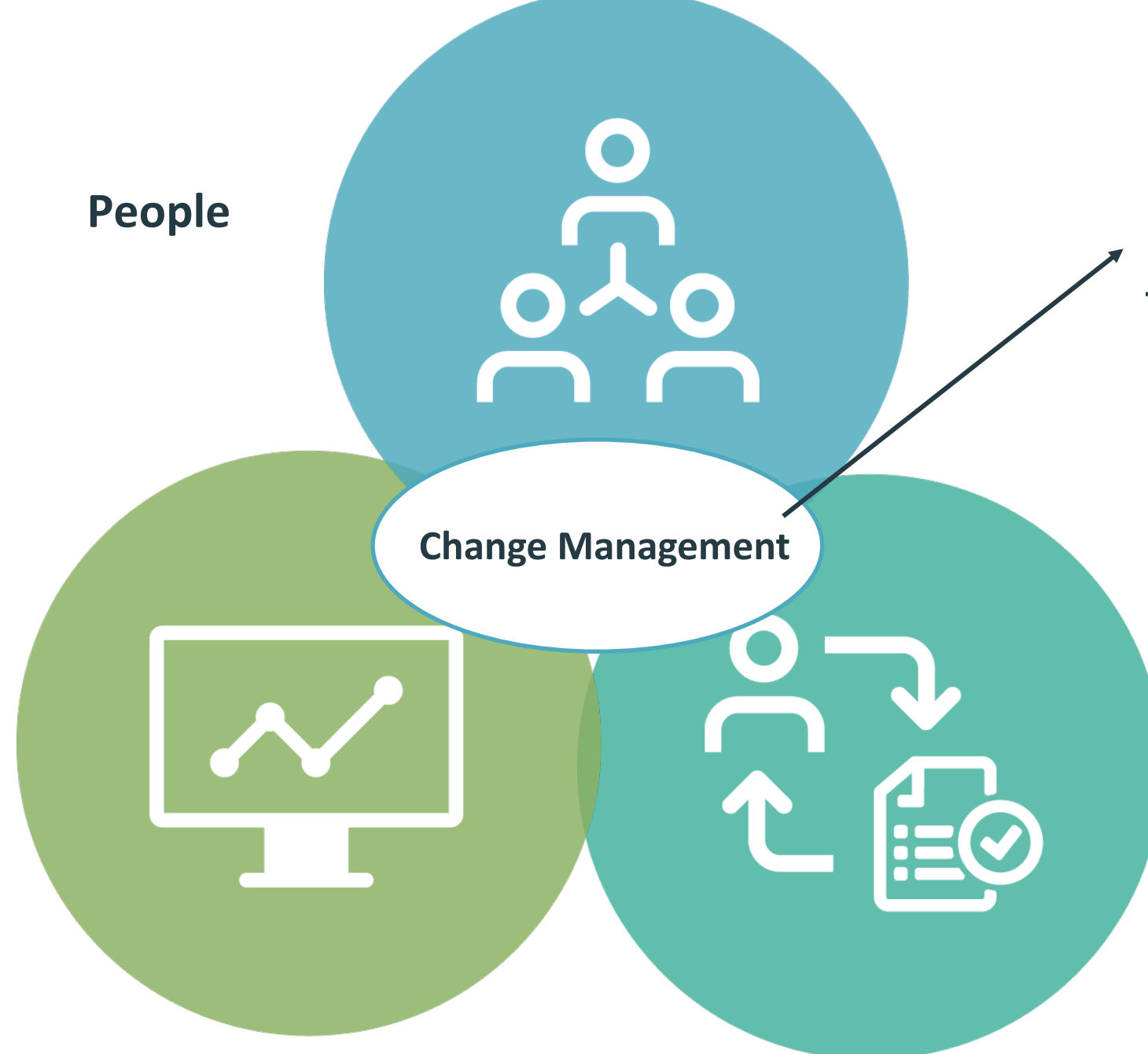
If others will change then we
will _____.

If others will change then we
will achieve our goal.



People

Technology



Structures to support all of these + ability to manage and create change.

Process

Poll:

Where is your organization at in implementing rounding?

- Working on implementing the process or a rounding tool
 - Recently implemented rounding
 - Evolving and hardwiring rounding now

**So what do
organizations that
have success with
rounding do
differently?**



OSF[®]
HEALTHCARE


UNIVERSITY OF FLORIDA HEALTH



About OSF HealthCare

157
Locations, including hospitals

747
Advanced Practitioners

1,159
Employed Physicians

22,984
Mission Partners

278,482
Home Health Annual Visits

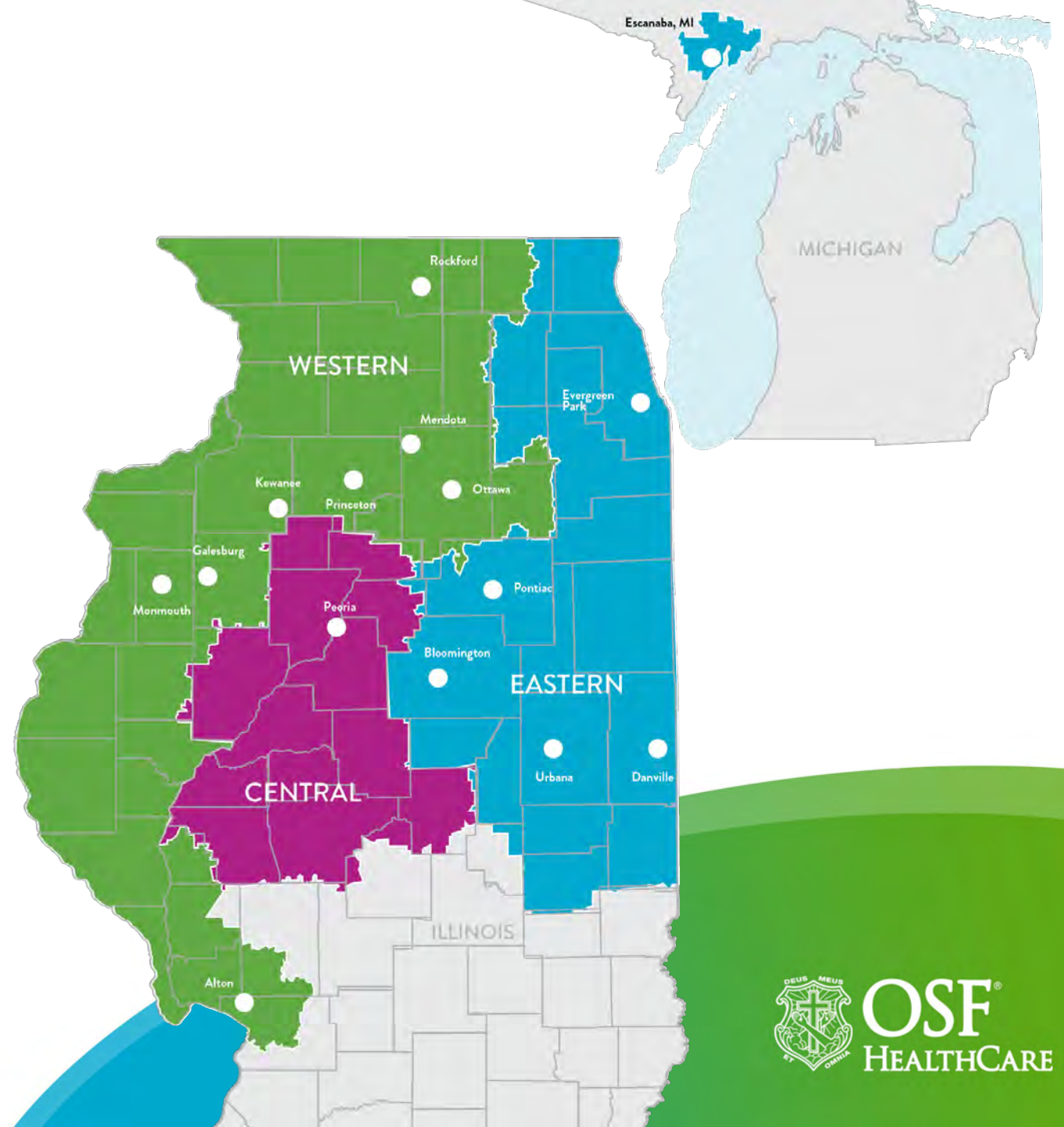
2,071,842
Outpatient Visits

2,792,368
Physician Enterprise Visits

82,466
Inpatient Admissions

3,196
Hospice Patients

1,026,801
Persons Served





Mission

In the spirit of Christ and the example of Francis of Assisi, the Mission of OSF HealthCare is to serve persons with the greatest care and love in a community that celebrates the gift of life.

Vision

Embracing God's great gift of life, we are one OSF Ministry transforming health care to improve the lives of those we serve.

Values

Justice | Compassion | Integrity | Teamwork | Employee well-being
Supportive work environment | Trust | Stewardship | Leadership



How Rounding Started for OSF HealthCare

- **Began implementing Nobl in 2021**
 - Nobl became our choice based on ability to combine employee rounding with nurse leader rounding on patients on one platform.
 - Nobl's willingness to grow alongside OSF.
- **For Nurse Leader Rounding we choose to implement in the following areas:**
 - Inpatient Units
 - Emergency Departments
 - Surgical Areas
- **Access to leader round included Directors, Nurse Managers, and Charge Nurses**
 - Expectation was set for Nurse Managers to complete at least 50% of daily rounding goal



How Rounding Started for OSF HealthCare



- **Barriers and Challenges stimulated in the beginning from the following:**
 - Leaders not finding benefit in rounds
 - Prior tool (before Nobl) used did not allow for dynamic rounding and ability to make changes
 - Prior tool (before Nobl) caused mistrust due to data Interpretation and accuracy
- Year 1 included a lot of work adapting to the new tool, ironing out the kinks, avoiding the check the box rounding, and getting leaders re-engaged into the art and practice of Nurse Leader Rounding.



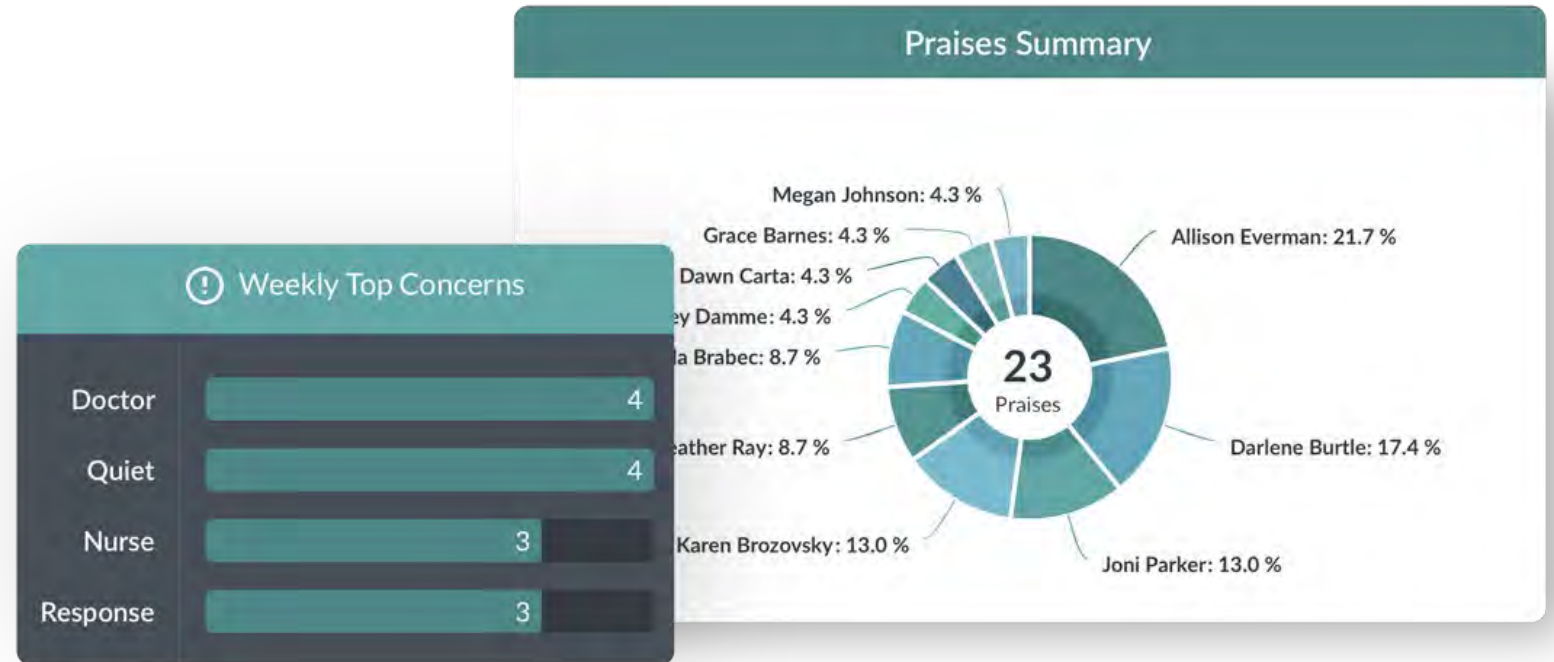
How Rounding Evolved for Our Organization

- We have maintained our implementation goal as the following:
 - Inpatient – 65% - Weekends included
 - Emergency – 10% - 15% - Weekends included
 - Surgery – Static goal based on yearly census – Not including weekends
- Goals overtime have not changed, however, specific entities have challenged and set goals for inpatient areas to round on 70% to 80% of their patients daily.



How Rounding Evolved for Our Organization

- Reports were created to drive more focus on quality rounding versus quantity rounding. More so trying to highlight the top praises and concerns and data surrounding the focus questions being asked. Versus sending them just compliance reports.
- Report Cadence:
 - Weekly reports sent directly to leaders every Monday
 - Executive monthly reports
 - Quarterly data reviews with Nobl team



How Rounding Evolved for Our Organization

- Evolving from check the box rounds to intentional, focused, quality rounding.
 - Creating strong introductions of introducing self as leader that is overseeing the quality and safety of the patients care. Explaining the why the leader is in the room.

How Rounding Evolved for Our Organization

- Evolving from check the box rounds to intentional, focused, quality rounding.
 - Moving environmental assessments from being a silent assessment to a more narrated assessment including the patient in the conversation.
 - Move focus questions from a Health System priority focus, to more unit specific focuses.

Environmental Assessment

Before I go, I want to take a look around and ensure your environment is clean and safe.

Assess all of the following and coach on items not satisfactory.

- Call light not in reach
- Bedside table | belongings, supplies not in reach
- Bed alarm not activated if needed
- Linen|clutter on the floor
- Trash overflowing
- Needs water|ice
- Patient communication board needs updated or modified
- All environmental assessment items are satisfactory

6

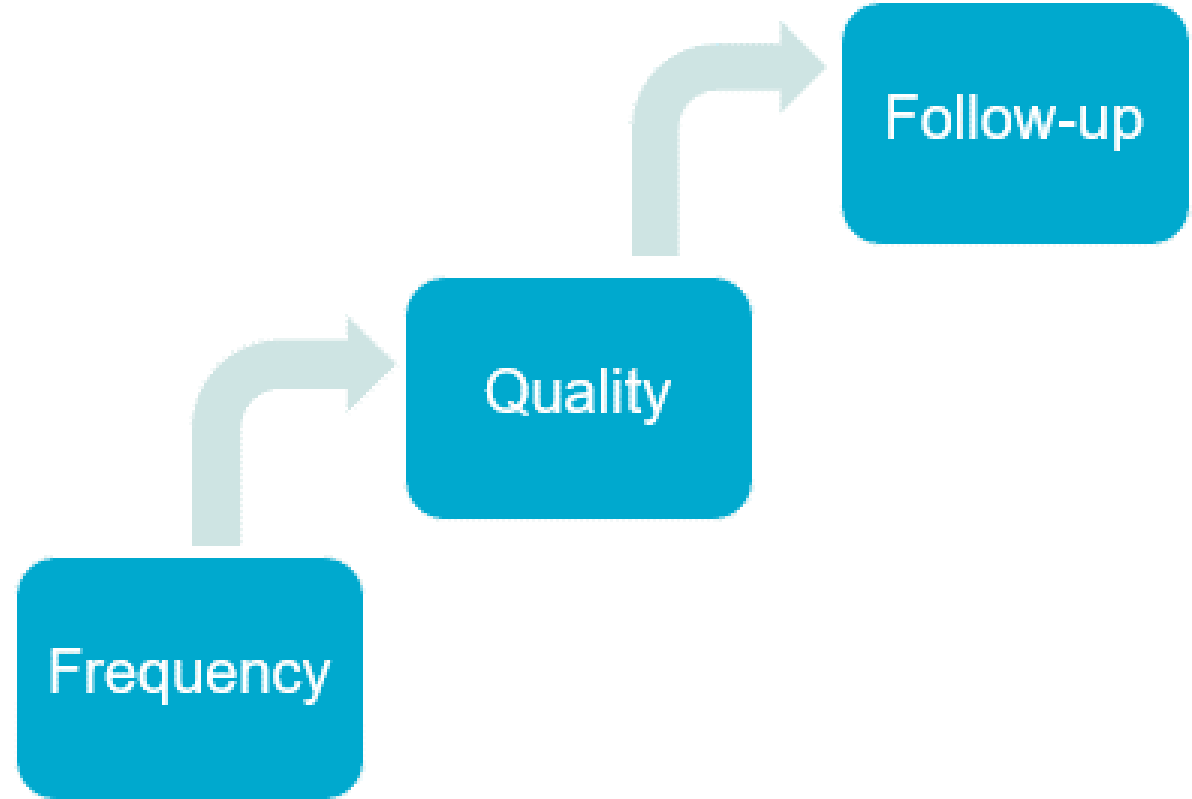
Answered 3 Time(s)	All environmenta...	67%
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Comments > Associate Comment with: None Selected >

Enter new comments here.

How Rounding Evolved for Our Organization

- Educating leaders how to achieve their return on investment
 - Frequency
 - Quality
 - Follow-up
- Other additions over time:
 - Fall Tracers
 - Pressure Injury Tracers
 - Moving fall and pressure injury data into our internal quality and safety compliance dashboards.



How Rounding Evolved for Our Organization

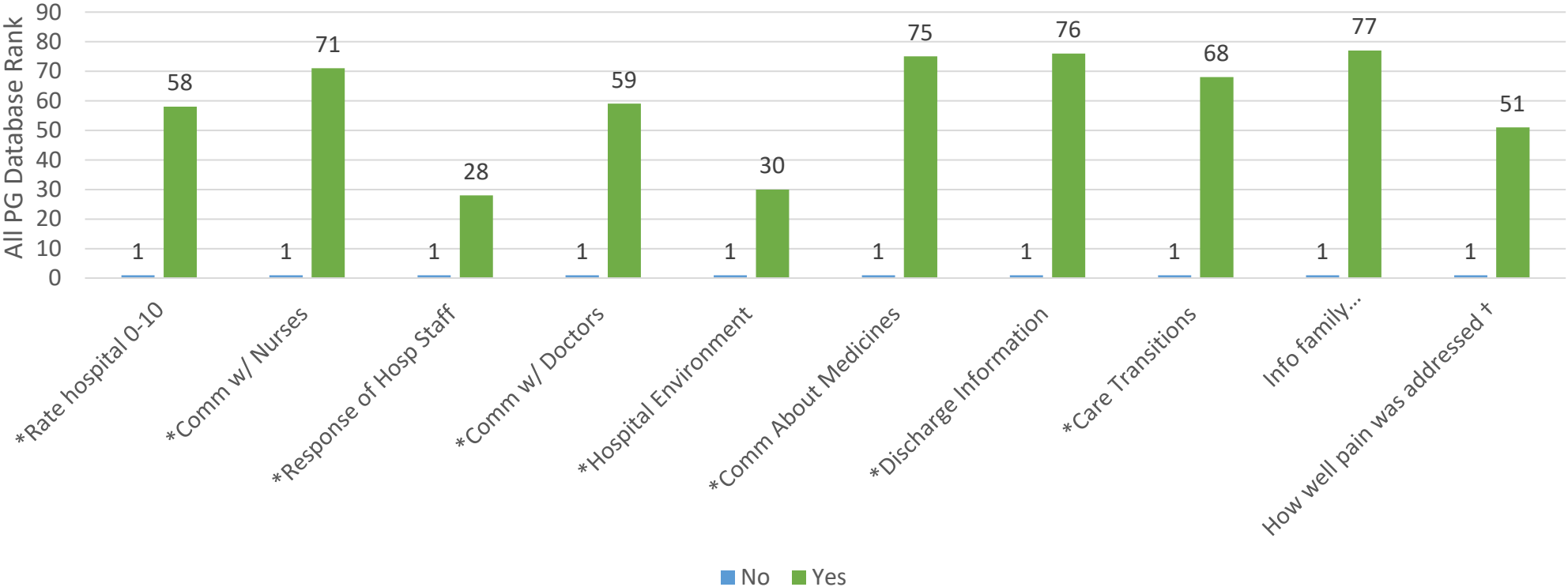


- **OSF Key 7 Work**
 - Specific work looking at seven of our biggest inpatient units based on contribution to HCAHPS scores.
- **Working with leaders on nurse leader rounding and the benefit that can come from it.**
 - Creating a strong introduction
 - Narrating the environmental assessment
 - Incorporating questions with evidence based best practices to help not only gauge patient's experience, but also other key proactive best practices that can impact patients care.
 - Bed Side Shift Report
 - Care boards
 - Hourly Rounding
 - Interdisciplinary Rounding
 - AIDET

Outcomes and Results



- OSF Healthcare System



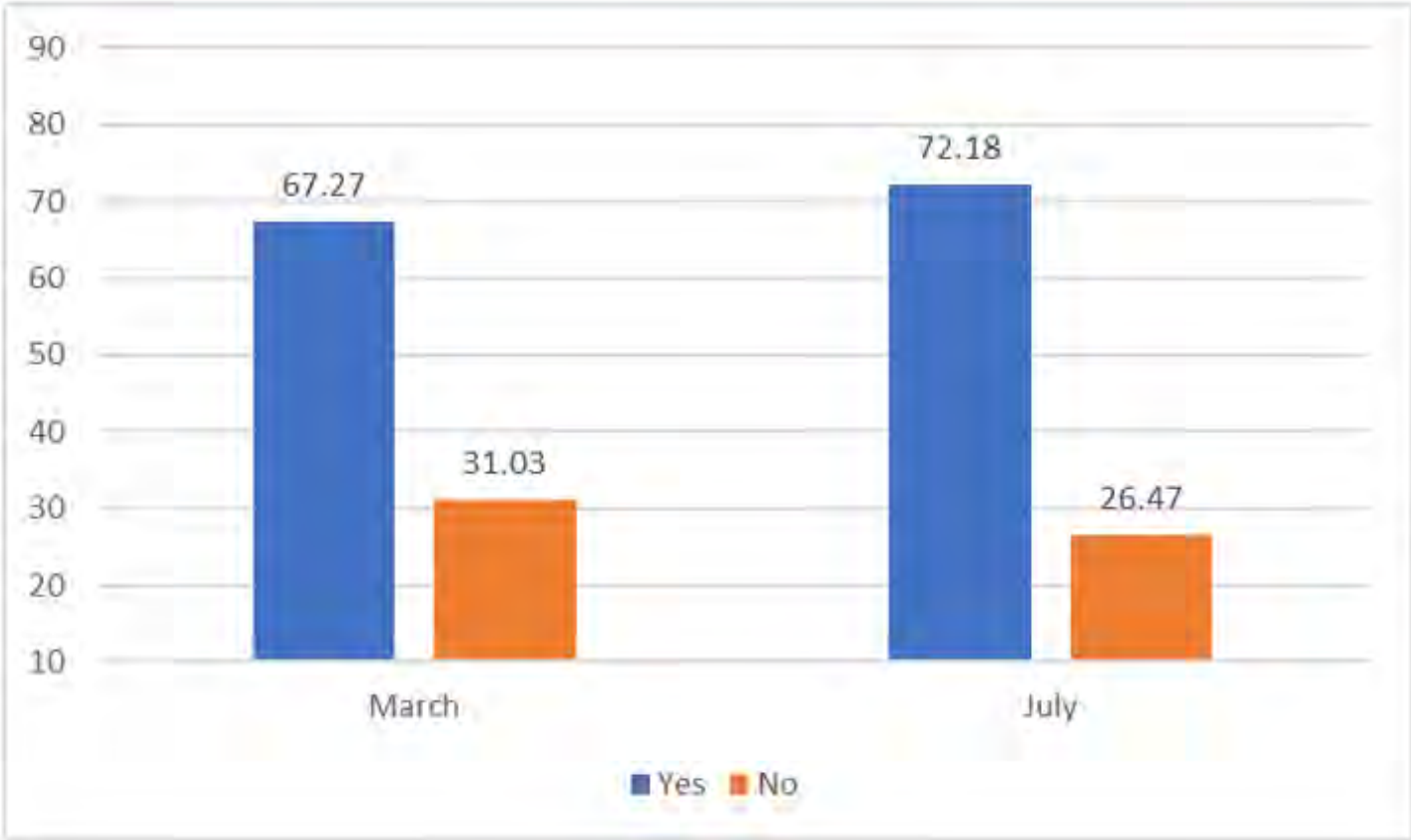
- Patients are saying that NLR is occurring **86%** of the time
- Roughly 11% of patients opted to not answer this question for a rolling 12-month period

*by service date, FYTD 4.3.23

Outcomes and Results



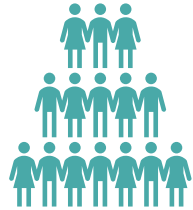
Overall Rating Did a Nurse Leader Round on You



March
Yes n=229
No n=20

July
Yes n=248
No n=3

Future Focus



Strong focus on the quality and follow-up piece of our return on investment for leaders that complete rounds.



What can they take away from each round that can positively impact patients in the future.



Harvest and share the positives in the moment.



Gather the opportunities and engage the teams on how to minimize the inefficiencies found during rounds.

About UF Health Shands

- Comprehensive Medical Center
- Gainesville, FL
- 1,095 licensed beds
- 9,000 Employees and 1,200 medical staff physicians



NATIONALLY RANKED
in 5 Adult Specialties
in 4 Children's Specialties



UF Health's mission is to promote health through outstanding and high-quality patient care, innovative and rigorous education in the health professions and biomedical sciences, and high-impact research across the spectrum of basic, translational and clinical investigation. Our patients and communities are at the heart of all we do.



Patient Experience Department

Patient Experience Specialists

Patient Ambassadors

Patient Advocates

Medical Interpreters & Language Access

Guest Services Specialist

Valet Services



Leveraging our Rounding Program to Support Aims

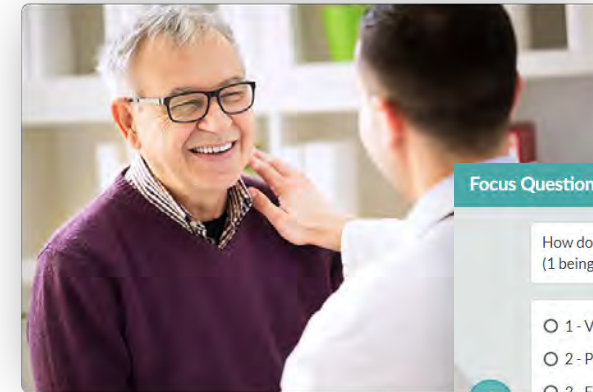


- **Department's Aims:**
 - Understand the Patient Voice for High Impact
 - Data Transparency and Meaningful Use
 - Engage Multidisciplinary Teams to Support Initiatives
- **Road Map to Revamp Rounding Program:**



Creating Meaningful Rounds

Adaptations	Old Rounds	New Rounds
# of Questions	13	5+
Question Focus	All HCAHPS Domains Patient Experience Focus	HCAHPS Hospital Goals Unit QI Projects
Team Members Rounding	Inpatient Nurse Leaders (Nurse Manager & Clinical Leader)	ED Nurse Leaders, Patient Ambassadors, & Volunteers
Service Recovery Groups	4	7
Concern Categories	11	13



Focus Question 04: Sleep Quality

How do you rate your sleep quality last night on a scale of 1 to 5? (1 being very poor and 5 being very good.)

1 - Very Poor
 2 - Poor
 3 - Fair
 4 - Good
 5 - Very Good

Comments > Associate Comment with: None Selected >

Enter new comments here.

Resolving Department(s)

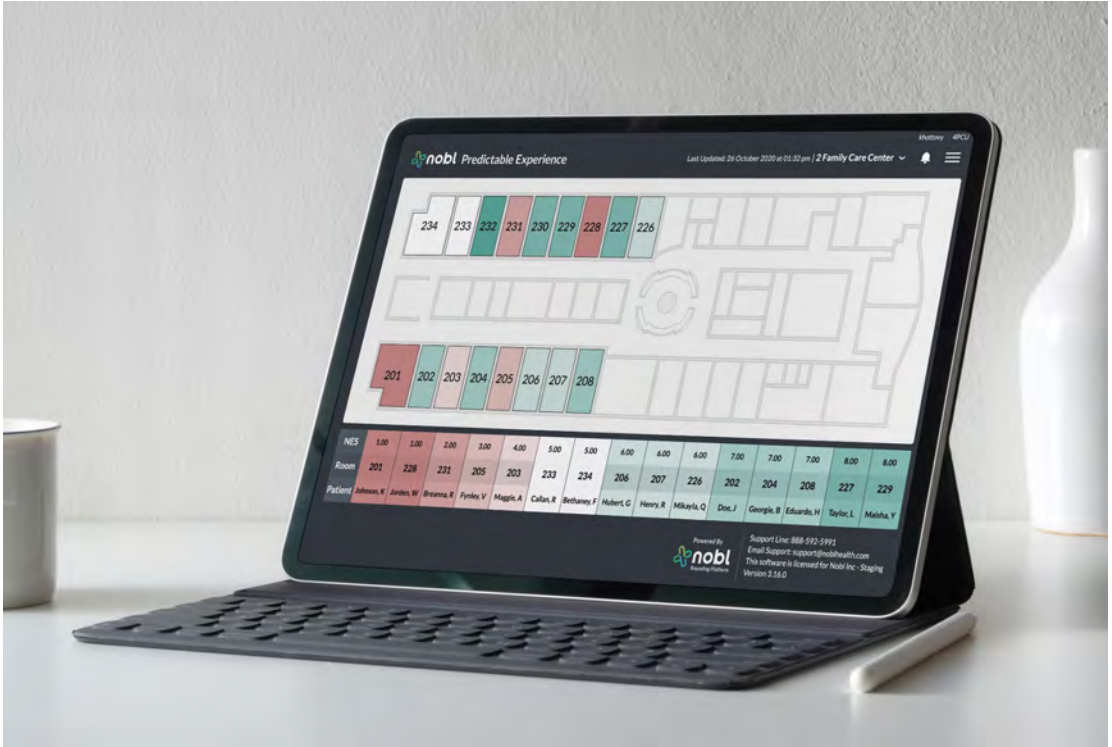
- Case Management
- EVS
- Food Nutrition Services
- Request a Patient Advocate
- Transport

Priority

Patient requests to speak with the food services manager.

Creating Meaningful Rounds

Adaptations	Old Rounds	New Rounds
Integrative Rounds	N/A	Implemented
Nobl Predictable Experience (NPE)	N/A	Implemented
Goals	80% of daily census	80% of daily census with an extra push on 7-8 NPE score.



Engaging Multidisciplinary Teams

Education

- Tip Sheets
- “e” Training
- Process Flow Map

Reports

- 1 Senior Leadership Monthly Report
- 7+ Leader Monthly Reports
- 5+ Patient Experience Committees Bi-Weekly Reports

Results

Example of Increased Meaningful Use of the Rounding Program

Rounding Elements		
Response	CY22	Jan-Aug 2023
# of Rounds Completed	50,444	81,824
Concerns	311	849
Praises	441	1345
Service Recovery	20	286

Nobl Round Questions	Percent of Time Answering Question
Patient Available	100%
Environmental Assessment	97%
Nurses Listening	72%
Focus Question: Medications	51%
Focus Question: Safe Sleep	100%
Patient Experience Reflection	68%

Results

Example of Environmental Question Responses:

Environmental Assessment		
Response	# of Responses	% of Responses
All environmental assessment items are satisfactory	11509	86.01%
Patient communication board needs to be updated	733	5.48%
Linen or clutter on the floor	423	3.16%
Trash overflowing	278	2.08%
Meal tray not removed	171	1.28%
Bathroom not clean	104	0.78%
Needs water or ice	49	0.37%
Area around room not quiet	44	0.33%
Bedside table, belongings and supplies not in reach	23	0.17%
Has not seen housekeeper in the last 24 hours	22	0.16%
Bed alarm not activated if needed	14	0.10%
Hazardous material not properly disposed of or secured	6	0.04%
Call light or emergency button not in reach (if applicable)	5	0.04%

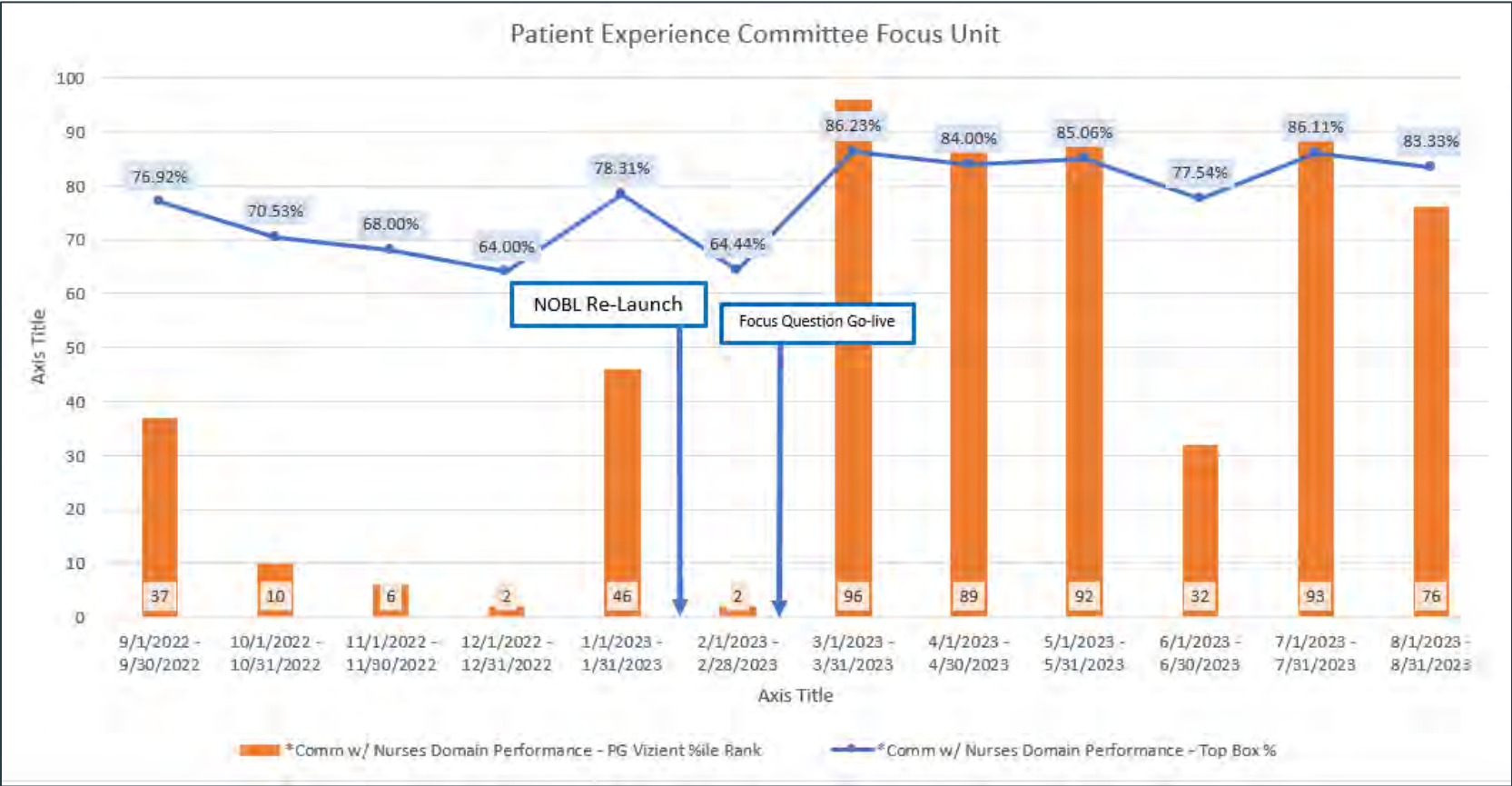
Example of NPE and Unit's Perception:

Unit Cancer		
Response	Nobl %	HCAHPS%
Engaged (9 or 10)	82.54	82.81
Satisfied (7 or 8)	15.87	14.06
Dissatisfied (0-6)	1.59	3.13

Unit Peds		
Response	Nobl %	HCAHPS%
Engaged (9 or 10)	91.97	78.45
Satisfied (7 or 8)	7.27	14.66
Dissatisfied (0-6)	0.76	6.90

Outcomes

Example of a unit's success with the Nobl Nurse Leader Revamp and QI project focus questions.



Adapting and Evolving Rounding Practices

- They know that go-live is the just the beginning of the journey by anticipating and expecting change.
- They evolve what they ask and how they ask their questions.
- They support their rounders with continuing education.



Adapting and Evolving Rounding Practices

- Automated email reports are created to bring awareness of rounding results.
- They compare rounding results with post discharge patient experience surveys to track outcomes.
- The rounding program stakeholders lead by example are actively involved.





Want to learn about the rounding solution?

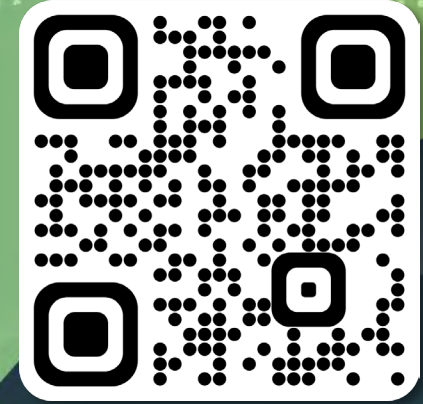


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Thank you for joining
today's webinar!

What questions do you
have?



Visit our website
and request a demo



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Upcoming Events & Programs

WEBINARS

October 3 | Falling on Deaf Ears: Special Considerations for Deaf Patients in Healthcare

October 5 | The Sunrise Association Wheels Up Program: Bringing the Joys of Childhood to Hospitalized Cancer Patients

October 10 | Leader Rounding: A Proactive Approach to Improve Experience

October 17 | Virtual Care: How to Turn a Short-term Fix into a Long-term Strategy

CONNECTION CALLS/PX CHATS

October 4 | Ambulatory Care Community Connection Call – Using Measurement and Metrics to Drive Improvement in Ambulatory Care Environments

October 11 | Volunteer Professionals Community Connection Call – Measuring Volunteer Impact

PROGRAMS

October 4-25 (Wednesdays) | Foundations of Volunteer Management



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of on demand patient
experience webinars.

*Webinars are included in membership
with the Institute.*



Thank You