

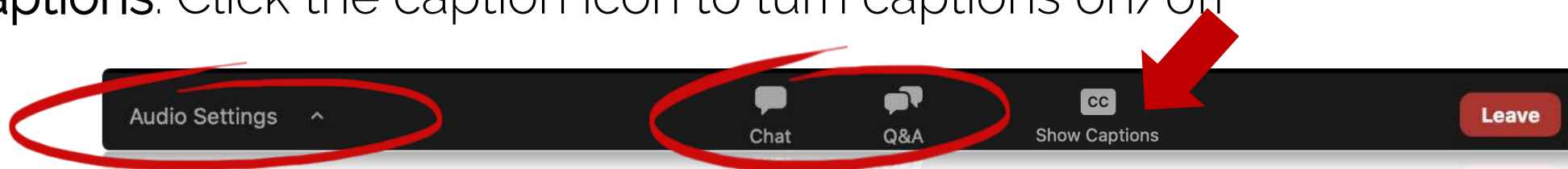
Leader Rounding: A Proactive Approach to Improve Experience

October 10, 2023



Housekeeping

- 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.

You're Invited!

Want to share your best practices or ask questions about leader rounding?

Join our panelists for the
Patient Advocacy Community Connection Call
November 6, 2023 at 2pm ET / 1pm CT / 12pm MT / 11am PT

Register now at <https://theberylinstitute.org>

PX Continuing Education Credits

- This program is approved for 1 PXE.
- 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.

This webinar is eligible for 1 patient experience continuing education (PXE) credit. Participants interested in receiving PXEs must complete the program survey within 30 days of attending the webinar. Participants can claim PXEs and print out PXE certificates through Patient Experience Institute. As recorded webinar, it offers PXE for two (2) years from the live broadcast date.



Our Speakers



Jennifer Ball, CPXP
Director of PX & Advocacy
University of Maryland
Midtown



Jamie Di Piazza-Rodriguez, MBA, MSW, CPXP
Manager of Patient Experience
Saint Francis Health System



Susan Kemp
*Senior Patient Family
Representative*
Arkansas Children's Hospital

Rounding at Midtown

Jennifer Ball, CPXP, CMIP, CHESP

Director

Patient Experience

Advocacy

Language Services

Guest Relations

Volunteer Services

compassion | discovery | excellence | diversity | integrity



University of Maryland Medical System

One of the largest private employers in the state, the health system's more than 29,000 employees and 4,600 affiliated providers offer primary and specialty care at 11 hospitals, in more than 150 locations and through a network of UM Urgent Care locations.

UMMS' flagship academic campus, the University of Maryland Medical Center in Baltimore, is recognized regionally and nationally for excellence in specialized care.

QUICK NUMBERS

12	Hospitals
2,458	Licensed Beds
27,413	Employees *
5,500	Active Medical Staff Members **

FISCAL 2022 FIGURES***

100,985	Hospital Admissions
1,230,086	Outpatient Visits
329,547	Emergency Visits
68,520	Outpatient Surgical Cases



2 Campuses 1 Hospital

Quick Numbers

Licensed Beds	
739	Downtown
121	Midtown
Employees	
8,331	Downtown
1,338	Midtown
Medical Staff (Downtown and Midtown)	
1,500+	Faculty physicians
1,000	Resident physicians

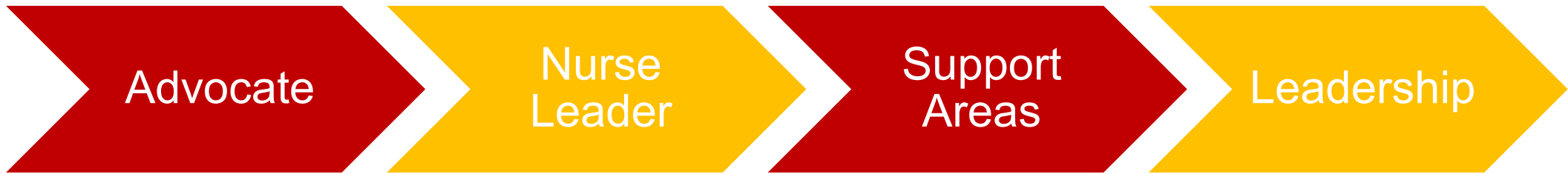
Key services include:

- Behavioral Health and Addiction Medicine
- Diabetes and Endocrinology
- Heart, Lung and Kidney Diseases
- Infectious Diseases
- Primary Care for Adults and Children
- Sleep Disorders
- Wound Healing and Vascular Disease





Rounds at Midtown





Advocate Rounding at Midtown

2 Advocates & 1 Manager

New Admission

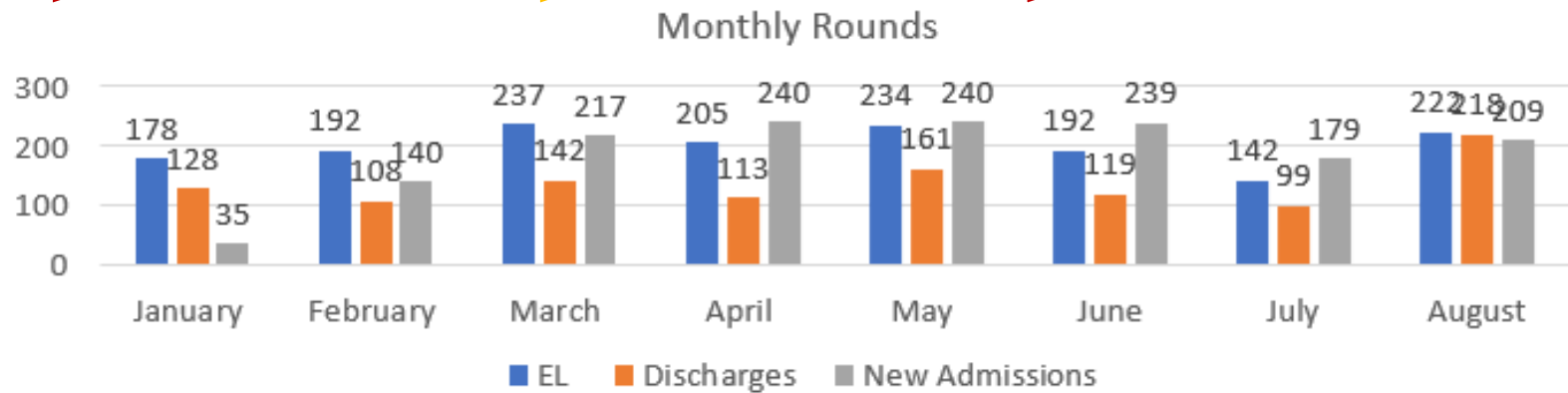
- Welcome / build a relationship
- Explain the complaint resolution process
- Proactively identify concerns or program opportunities
- Leave contact information

Discharge

- Identify/ resolve, any concerns before discharge
- Thank them for allowing us to care
- Ensure understanding of aftercare

EL (extra love)

- Every day until discharge





Nurse Leader Rounding

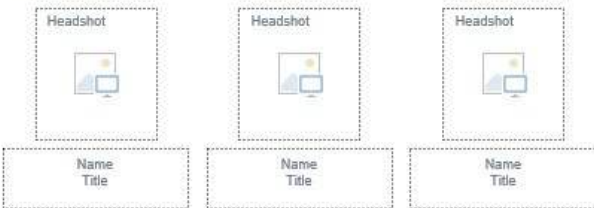
Welcome Letter



Welcome

Welcome to NAME, our NAME Unit here at the University of Maryland Medical Center Midtown Campus. Thank you for allowing us the privilege to care for you.

We are your Nursing Leaders:



Our care team takes pride in listening and understanding the needs of our patients. As our patient, your comfort and every aspect of your treatment is extremely important to us. It is important that we work together as a team to provide you with the highest quality of care possible. If at any time you feel you need assistance please use your call bell or contact your nurse at their extension written on your room whiteboard from your room phone, or our charge nurse on duty may be reached at extension PHONE NUMBER.

- We have a Patient Family Care Liaison (NAME) that will check on you often to ensure your comfort and needs are being met.
- We do "Get to Know Me Boards" that we keep posted in your room. These are important to allow your entire care team to know you as a person and allow us the ability to personalize your care.
- We are a teaching hospital, therefore you will have a team of doctors looking after your care and visiting you. Your care team may consist of an attending physician, fellow, resident, intern, and students.
- If you have additional housekeeping or dietary needs during your stay, you can use your room phone to dial extension 8178 for Housekeeping or 6758 for Dietary.

Thank you for allowing us the privilege to care for you.

Your Nurse Leaders

After you are discharged, you may receive a survey asking about your experience with us from our partner Press Ganey. We ask that you please take the time to fill out and return that survey. Your feedback is important to us and helps us know what we are doing well and what we can improve on.

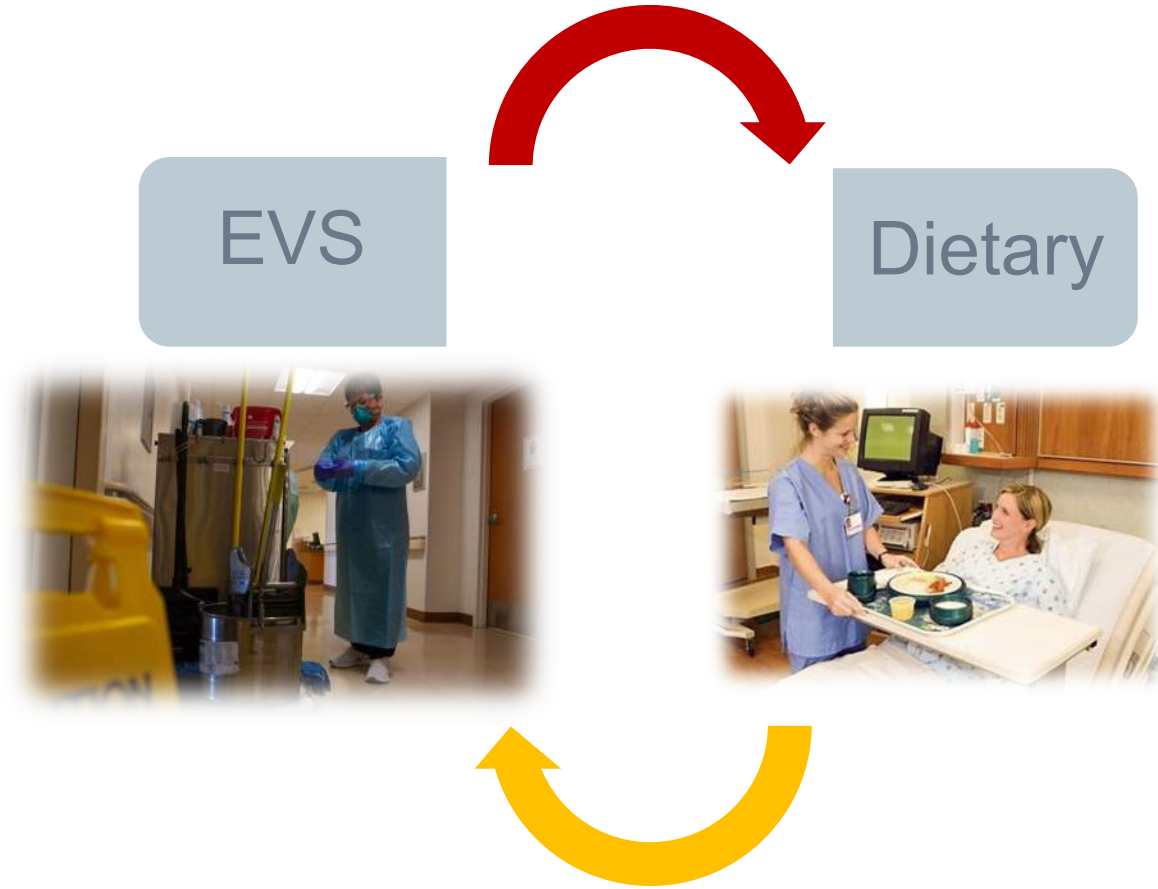
compassion | discovery | excellence | diversity | integrity

- ❖ Welcome
- ❖ Build a relationship with the patient
- ❖ Provide the unit leaders for needs
- ❖ Set expectations/ review PX initiatives
- ❖ Manage up staff
- ❖ Identify ways to personalize care
- ❖ Allows the patient to connect roles and faces
- ❖ Encourage the return of the PX survey

“Did a leader visit during your stay?”



Support Area Rounding






Leadership Rounding

Get To Know Me

I like to be called _____
 She/Hers He/His They/Theirs

At home, I use:
 Glasses Dentures
 Contact Lenses Hearing Aids

 PLACE PHOTO OR PICTURE HERE

What I Do	What Matters To Me	Foods
Movies/TV Shows	What Makes Me Proud	Music
Pets	Activities/Hobbies	Sports/Favorite Teams

compassion | discovery | excellence | diversity | integrity

- ❖ Back to Basics
 - ❖ GTKMB
 - ❖ Nurse Leader Rounding
 - ❖ Commit to Sit
 - ❖ Bedside shift handoff



Jennifer Ball
Jennifer.Ball@umm.edu



Our Speakers



Jennifer Ball, CPXP
Director of PX & Advocacy
University of Maryland
Midtown



Jamie Di Piazza-Rodriguez, MBA, MSW, CPXP
Manager of Patient Experience
Saint Francis Health System



Susan Kemp
*Senior Patient Family
Representative*
Arkansas Children's Hospital



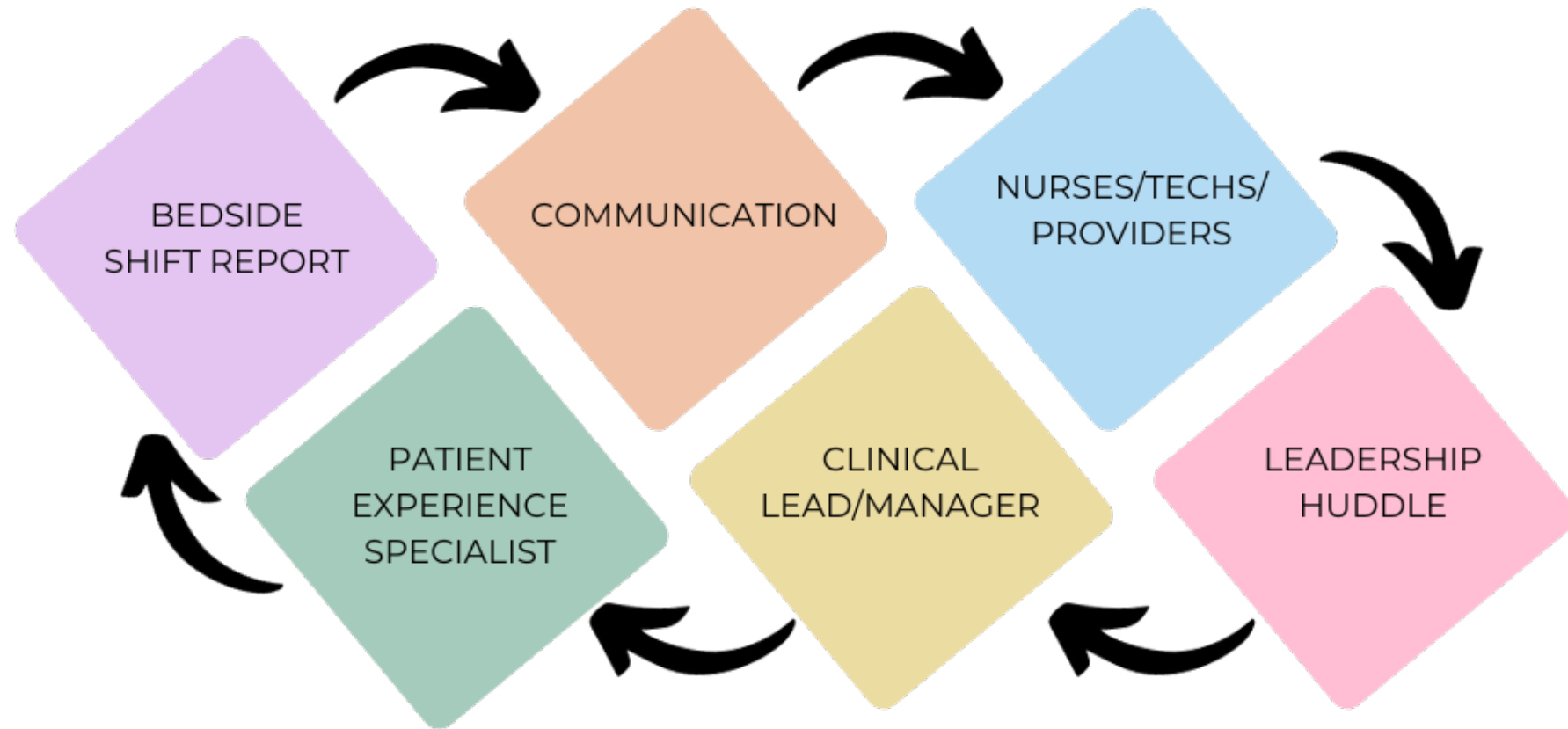
PROACTIVE ROUNDING



BY THE NUMBERS



CYCLE MAP



HUDDLE



CONNECTION

- Conversation... open ended questions
 - “How are you today”
 - “I notice you have an OSU cup in the room, are you a fan?”
- Active Listening
 - To understand
- Each patient has been marked "R" for red, "Y" for yellow and "G" for green
- Team approach
 - Red- Executive Director of Patient Services
 - Yellow- Patient Experience Specialist
 - Green- Continue excellent care- Leader

2S Pod B - Med/Surg 307-6270 - Last Refreshed: 10/02/23 0706

Room/Bed	Patient Name	Age/Gender	Primary Problem	Attending	Isolation	Code Status	Blank Column
213/S213-A	Walter	35 y.o. / M	Cellulitis of right leg (Principal Hospital Problem)	Isaac DO	Droplet	Full Code	
214/S214-A	Lana	49 y.o. / F	Necrotizing fasciitis (HCC) (Principal Hospital Problem)	Chandramouli MD		Full Code	
215/S215-A	William	66 y.o. / M	COPD (chronic obstructive pulmonary disease) (HCC)	Isaac DO		Full Code	
216/S216-A	William C	91 y.o. / M	Dyspnea, unspecified type	Isaac DO		DNR	
217/S217-A	Kathryn Marie	64 y.o. / F	Severe sepsis (HCC)	Isaac DO		Full Code	
219/S219-A	J.D	89 y.o. / M	Bacterial pneumonia (Principal Hospital Problem)	Chandramouli MD		DNR	

Handwritten notes on the table: "Yellow Spanish speaking" next to patient 213/S213-A, "red" next to patient 216/S216-A, and "yellow" next to patient 217/S217-A.

The little things we do to show we care are often the difference between *Very Good* and *Excellent*.

AN OVER-ARCHING GOAL

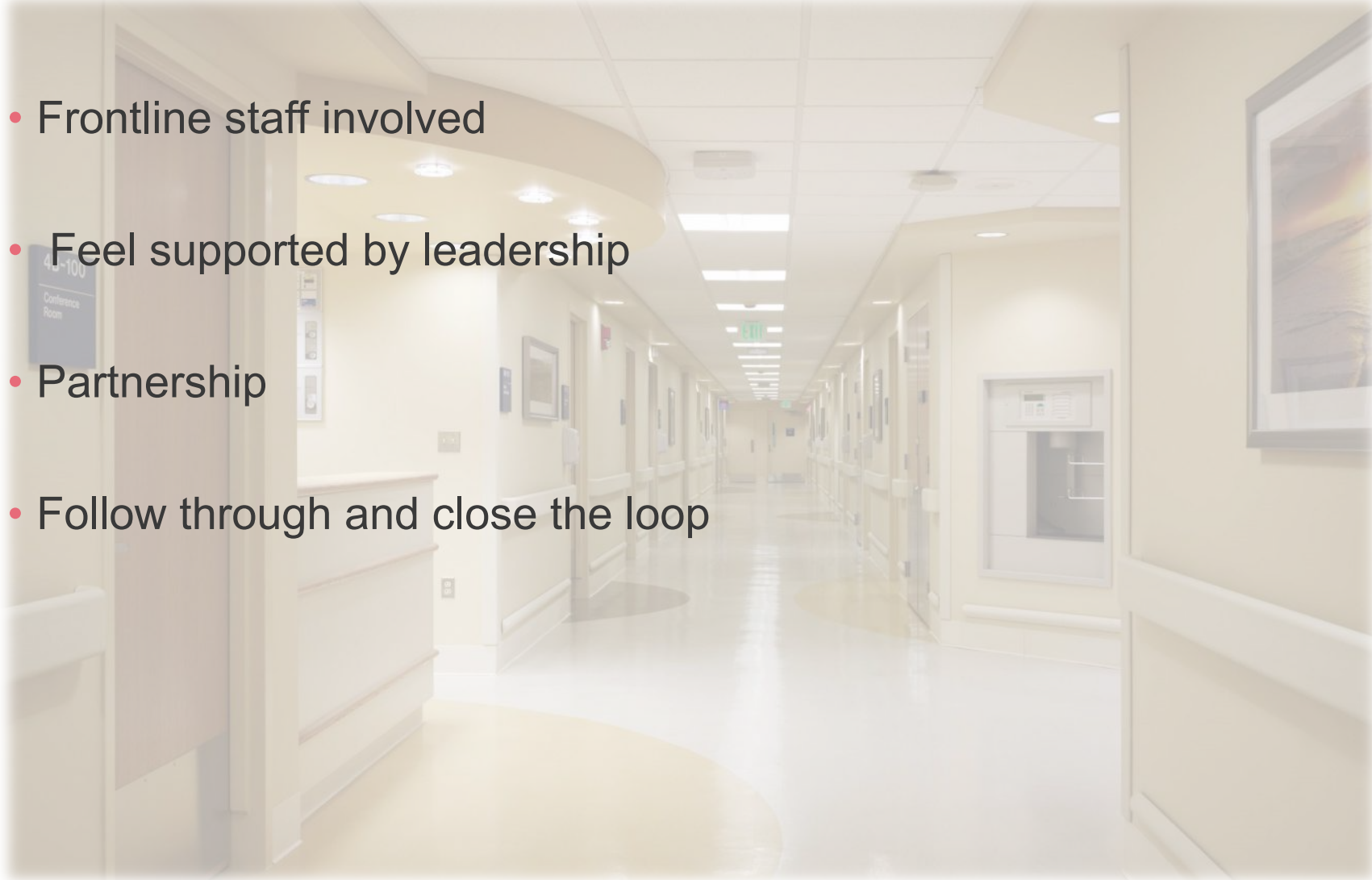
Excellent care for every patient, every time.

Unit
ICU
PCU
Med Surg
Leadership Huddle

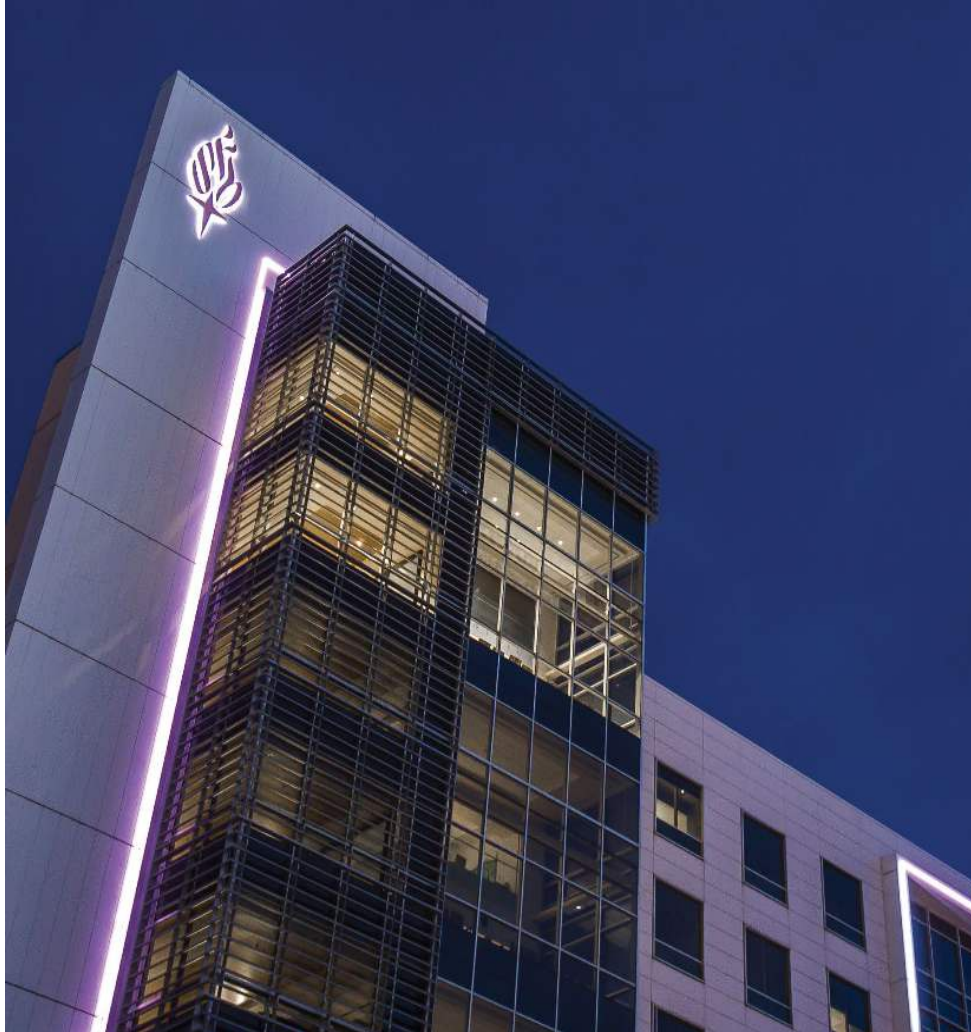


WINS...

- Frontline staff involved
- Feel supported by leadership
- Partnership
- Follow through and close the loop



CONSISTENCY



Success isn't always about greatness.

It's about consistency.

Consistent hard work leads to success.

Greatness awaits.

“

I think a hero is any
person really intent on
making this a better
place for all people.

Maya Angelou

”



JAMIE DI PIAZZA-RODRIGUEZ, MBA, MSW, CPXP
Saint Francis Health System
JLRodriguez@saintfrancis.com

Our Speakers



Jennifer Ball, CPXP
Director of PX & Advocacy
University of Maryland
Midtown



Jamie Di Piazza-Rodriguez, MBA, MSW, CPXP
Manager of Patient Experience
Saint Francis Health System



Susan Kemp
*Senior Patient Family
Representative*
Arkansas Children's Hospital



Predictive Rounding

Susan Kemp

Senior Patient Family Representative

Arkansas Children's Hospital
Little Rock



Arkansas Children’s Hospital is a pediatric hospital with a Level I Trauma Center, that’s located in Little Rock, Arkansas. It is among the largest pediatric hospitals in the United States and serves children from birth to age 21. ACH is affiliated with the University of Arkansas for Medical Sciences and is a teaching hospital with the UAMS College of Medicine's Department of Pediatrics. ACH offers over 80 specialty clinics and services located on campus and throughout the state.

ACH staff consists of more than 505 physicians, 200 residents, and 4,400 support staff. The hospital includes 336 beds and offers three intensive care units. The campus spans 36 city blocks and has a floor space of over 2,000,000 square feet.



Contributing Factors

Row Labels	Sum of % Full - Index	Sum of SW Consult	Sum of Distance - Index	Sum of Race2	Sum of Language2	Sum of LOS
2D	0	5	2	1	0	0
3A	0	11	9	4.5	1.5	1
3C	0	1	5	1.5	0	2
3D	0	0	4	1	0	1
3E	0	3	6	2.5	0	1
3H	0	69	38	19	3	0
3K	30	15	16	7	0.5	0
4C	0	6	14	5	0	1
4D	0	6	10	3	0	1
4H	0	12	6	3	0	1
4K	0	16	11	4	1.5	1
5D	0	0	3	1.5	0	0
5E	0	6	4	1.5	0.5	0
CA	0	0	1	0.5	0	3
OR	9	2	6	1.5	0.5	5
(blank)						
Grand Total	39	152	135	56.5	7.5	17

Patient List



1	Score	Bed	Unit	%Full	SW Consult	Distance	Race	Language	LOS	Notes		Unit	Count	Unit % Full
2	3.50	3K-08-A	3K	100%	1/9/2023	6	Black or African American	English	133			2D	1	44%
3	3.50	3K-23-A	3K	100%	1/12/2023	12	Black or African American	English	210			3A	6	73%
4	3.50	3K-12-A	3K	100%	1/4/2023	8	Black or African American	English	68			3C	1	54%
5	3.00	3K-22-A	3K	100%	12/27/2022	147	Other	Spanish	190			3D	0	
6	3.00	3K-28-A	3K	100%	12/16/2022	35	White	English	394			3E	2	33%
7	3.00	3K-09-A	3K	100%	1/17/2023	53	White	English	99			3H	41	74%
8	3.00	3K-31-A	3K	100%	1/4/2023	46	White	English	65			3K	25	100%
9	3.00	4K-18-A	4K	77%	1/17/2023	58	Other	Spanish	51			4C	5	70%
10	3.00	OR	OR		9/13/2022	40	Other	Spanish	50			4D	3	80%
11	3.00	OR	OR		1/12/2023	25	White	English	72			4H	5	57%
12	2.50	3K-05-A	3K	100%	12/29/2022	190	Black or African American	English	137			4K	10	77%
13	2.50	3K-25-A	3K	100%	1/10/2023	138	Black or African American	English	283			5D	0	
14	2.50	3A-25-A	3A	73%	1/16/2023	40	Black or African American	English	53			5E	4	80%
15	2.50	3K-11-A	3K	100%	12/26/2020	50	Other	English	54				103	
16	2.50	3A-11-A	3A	73%	1/13/2023	4	Black or African American	English	57					





Rounding Tool

Quality and Safety Rounding

1. Today's Date *

2. Medical Record Number *

3. Unit *

4. Are the patients parent present? *

- Yes
- No

5. Are staff members knocking prior to entering and introducing themselves when entering your room? *

- Yes
- No

6. Have you received any information from the staff that you have not fully understood or that needs clarifying? *

- Yes
- No

7. What has gone well during your visit to ACH? *

8. What could we do better? *

9. Are there any staff members that has been exceptional during your stay that you would like to acknowledge? *

10. Has the patient white board been updated? (Observe) *

- Patients Name
- Correct Date
- Nurses/PCT Names
- Physician's Name
- Contact Names and Numbers for Patients Family
- Today's Care Plan

11. Cleanliness of room (Observe) *

- Floors clean
- Trash is not overflowing



Quality and Safety Rounding

65 Responses	09:43 Average time to complete	Active Status
-----------------	-----------------------------------	------------------

[View results](#) [Open in Excel](#)

1. Today's Date

[More Details](#)

65 Responses	Latest Responses "2023-07-20" "2023-07-19" "2023-07-19"
-----------------	--

2. Medical Record Number

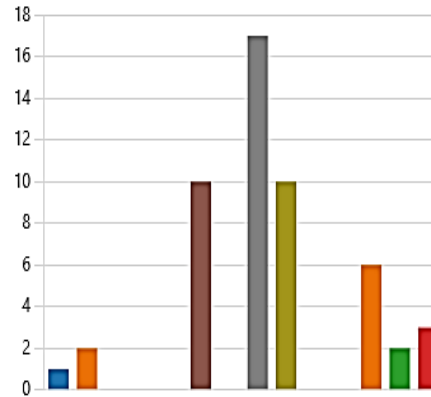
[More Details](#) [Insights](#)

65 Responses	Latest Responses "M0003355127" "M003357256" "M003411135"
-----------------	---

3. Unit

[More Details](#)

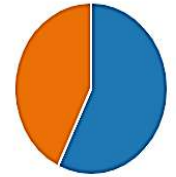
2D BURN	1
3A PICU	2
3C IM CARE	0
3D SURGERY	0
3H NICU	0
3K ITU	10
4B ADOLESCENT MED	0
4C MEDICAL	17
4D NEURO	10
4G MEDICAL	0
4H CIVICU	0
4K HEMATOLOGY-ONC	6
5D MEDICAL	2
5E PROGRESSIVE	3



4. Are the patients parent present?

[More Details](#)

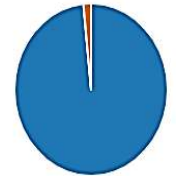
Yes	4
No	3



5. Are staff members knocking prior to entering and introducing themselves when entering your room?

[More Details](#) [Insights](#)

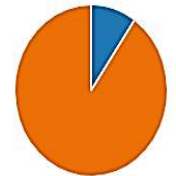
Yes	61
No	1



6. Have you received any information from the staff that you have not fully understood or that needs clarifying?

[More Details](#)

Yes	6
No	56





5 respondents (8%) answered **good** for this question.

discriminatory Way dirty Laundry
 MiraLAX for pain ED staff Mom is able nurse Bethany bad experience round of chemo
 care has always been good **bad** **good Mom** better good at ACH
 manner was bad nurse parents **Communication**
 Communication could be better information from pulmonary

9. Are there any staff members that has been exceptional during your stay that you would like to acknowledge?

[More Details](#) [Insights](#)

62 Responses

Latest Responses

"Roy (rn). all the volunteers. Rally, Ms. Lisa, Glenn, brook, Gracie. Jenny and ..."
"Na"

11 respondents (18%) answered **amazing** for this question.

nurses and doctors nurse amazing night nurse drs and nurses Awesome nurse
 rn was amazing helpful **amazing** Night shift team has been great
 cpr nurse Dr staff was great Rn Nursing staff
 Evs has been great mom nurses has been great Staff has has been amazing
 Housekeepers have been great



Thank you!



You're Invited!

Want to share your best practices or ask questions about leader rounding?

Join our panelists for the
Patient Advocacy Community Connection Call
November 6, 2023
2pm ET / 1pm CT / 12pm MT / 11am PT

Register now at <https://theberylinstitute.org>



PX Continuing Education Credits

- This program is approved for 1 PXE
- To obtain PXE, participants must attend the program in its entirety and complete evaluation within 30 days.
- Use the PXE link at the end of the evaluation to claim PXE credit at the Patient Experience Institute's PXE Portal.

Upcoming Events & Programs

WEBINARS

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

October 26 | **Headliner** - The Treatment Impact: Cultural Inclusivity in a Modern World

November 7 | Unexpected Healers

CONNECTION CALLS/PX CHATS

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

November 6 | Patient Advocacy Community Connection Call – Rounding

November 15 | Lost Belongings Workgroup

November 17 | PX Chat: Structuring Your PX Efforts

PROGRAMS

November 2-16 | CAVS Exam Preparation Course



Access our vast library
of on demand patient
experience webinars.

*Webinars are included in membership
with the Institute.*

Thank You

