



How High Performing Organizations are Leader Rounding: A Benchmarking Study

March 14, 2023



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

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Our Speaker



Katie Haifley, CPXP
Co-founder & COO/CMO
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**How High Performing
Organizations are Leader
Rounding:
A Benchmarking Study**



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Empowering Care

The Question

**How Often Should I Leader
Round on My Patients?**

Leader Rounding Definition

- Leader rounding was defined as a process conducted by someone in a leadership role with the purpose to understand the patient's perception of their care, experience, and to obtain firsthand feedback.
- Round types that met this definition included nurse leader rounding, executive leader rounds and department leader rounds.
- All done on patients.



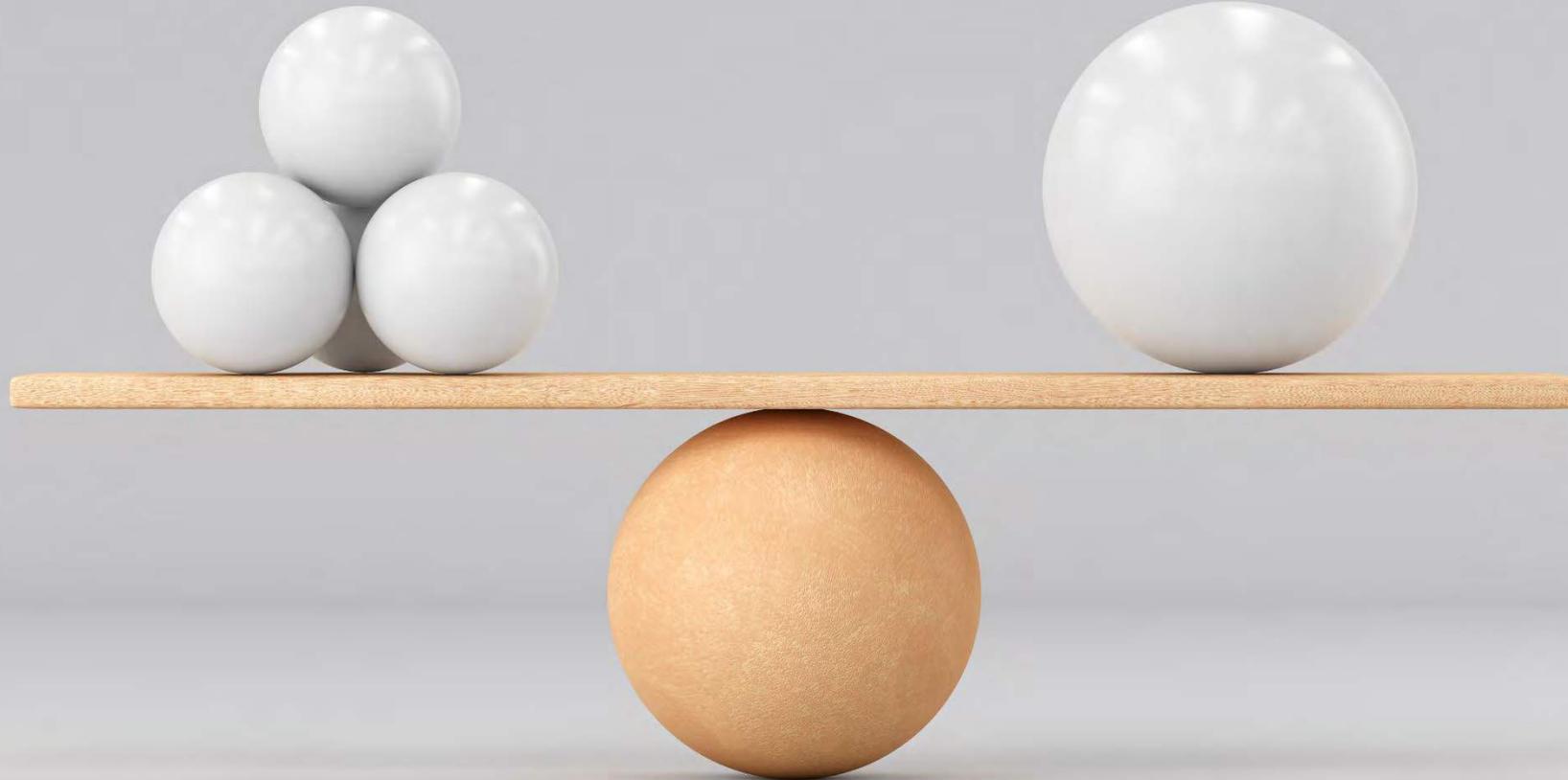
The Question

**How Often Should I Leader
Round on My Patients?**

The Leader Rounding Balance

Quality

Quantity



What the literature says:



1 - “Patients who perceived they were rounded on had **3.53 greater odds** of reporting top box scores (9 or 10s) for Overall Rating of Care compared to patients who perceived they were not rounded on.”

Patient Experience Journal, 2018



2- Patients who reported being visited by a nurse leader during their stay reported **higher evaluations of care** in all areas across both Press Ganey measures and HCAHPS measures. -

Institute for Improvement, 2014,



3 - Studies show that nurse rounding is an effective means to increase patient satisfaction and quality of care and decrease patient-safety events. **There is evidence to support that daily leader rounding** improves patients' hospital experience as well. –

Journal of emergency Nursing 2019



4 - 5 Five studies reported that the satisfaction scores of patients who received rounding were **significantly higher** than that perceived by patients not receiving rounding.

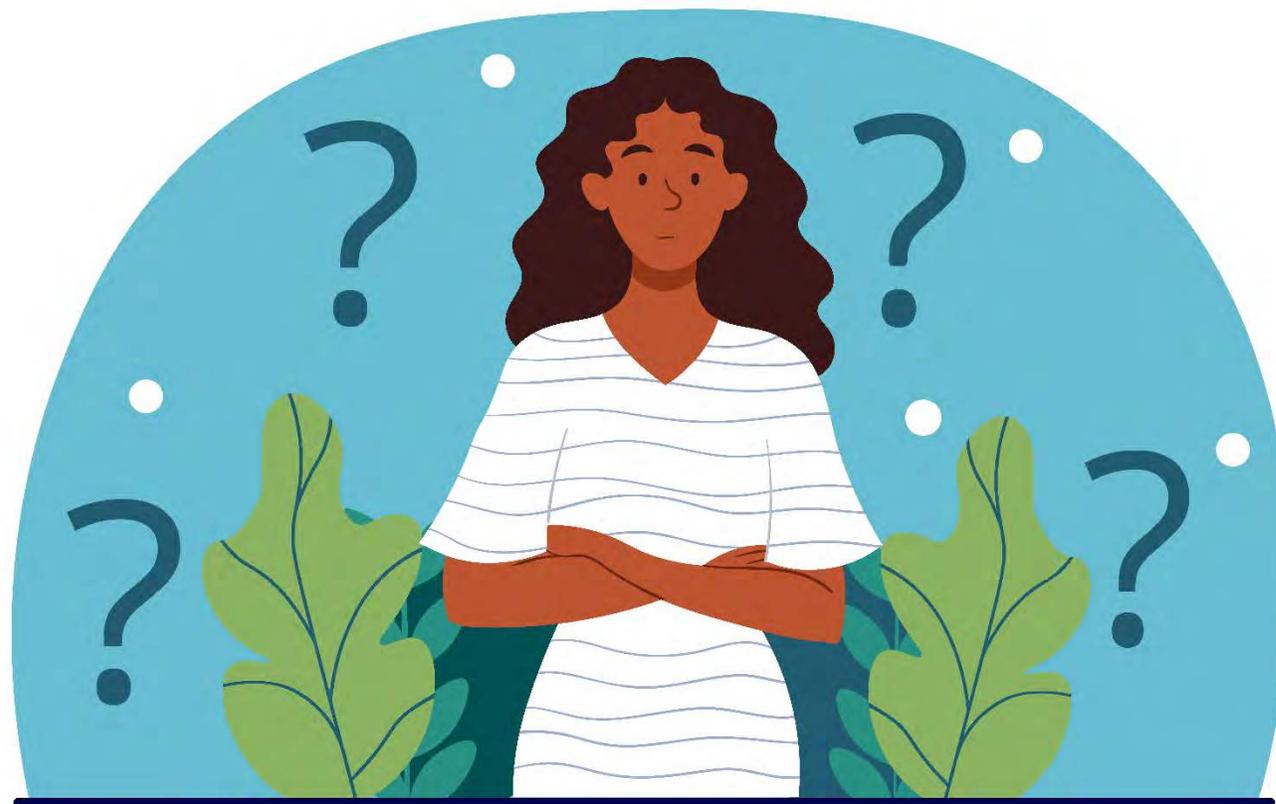
Journal of Advanced Nursing 2022

Citation:

- 1 Tothy A, Sastry SK, Springman MK, Limper HM, Fahrenbach J, Murphy SM. Transforming care through bedside leader rounding: Use of handheld technology leads to improvement in perceived patient satisfaction. *Patient Experience Journal*. 2018; 5(3):41-46. doi: 10.35680/2372-0247.1254.
- 2 Institute for Innovation. “Inspiring Innovation: Patient Report of Nurse Leader Rounding.” *Institute for Innovation* , 2014, http://www.theinstituteforinnovation.org/sites/default/files/public/resources/inspiring-innovation-stories_patient-report-of-leader-rounding_final.pdf.
3. McFarlan S, O'Brien D, Simmons E. Nurse-Leader Collaborative Improvement Project: Improving Patient Experience in the Emergency Department. *J Emerg Nurs*. 2019 Mar;45(2):137-143. doi: 10.1016/j.jen.2018.11.007. Epub 2018 Dec 24. PMID: 30591243.
4. Bayram A, Özşaban A, Longhini J, Palese A. Nurse manager intentional rounding and outcomes: Findings of a systematic review. *J Adv Nurs*. 2022 May 24. doi: 10.1111/jan.15307. Epub ahead of print. PMID: 35608050.

Unanswered questions...

- How often to round?
- Who should do the rounds?
- What questions should we ask?



Studying High Performing Organizations

- What did their leader rounds look like?
- How often did they do them and what were common traits of their rounds?



What We Analyzed

- Hospital HCAHPS scores compared to percentage of patients round on daily
- HCAHPS scores of those that received leadership rounds
- The rounding process of those top performing hospitals



How Often Do Your Leaders Round?

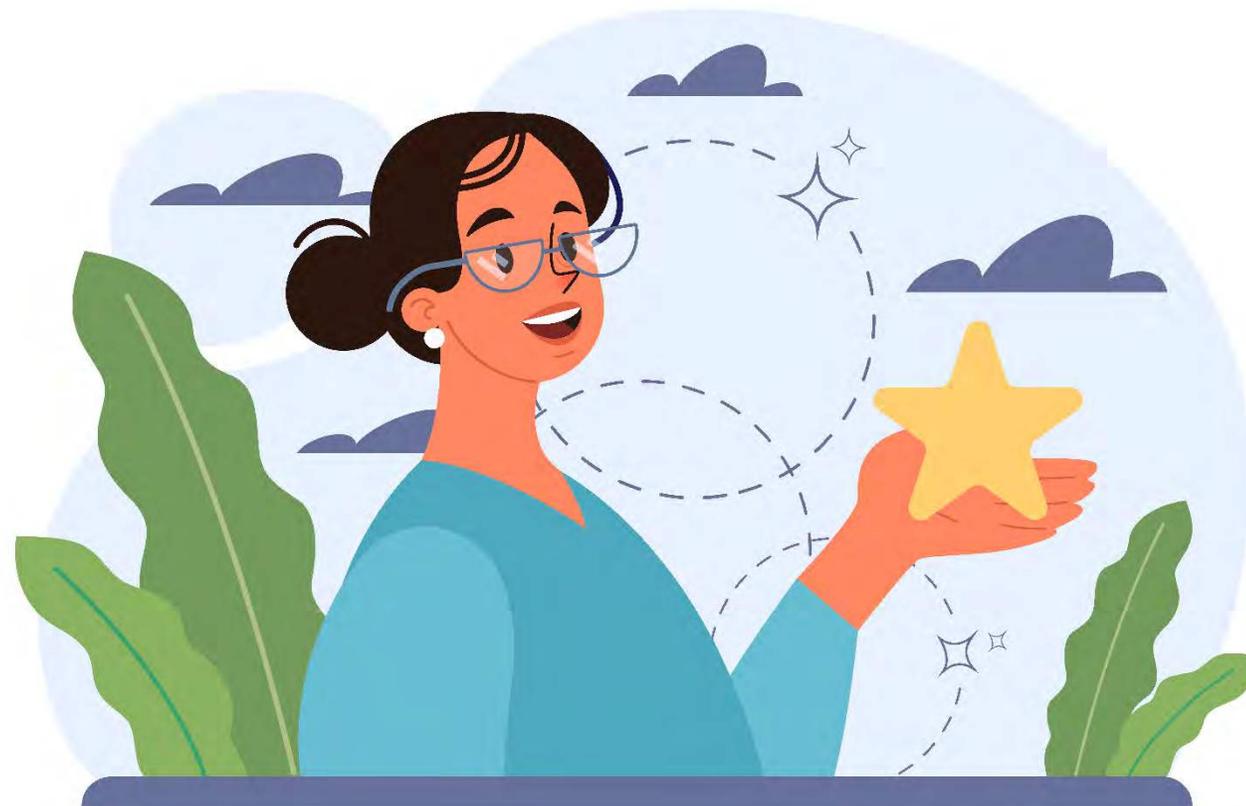
Survey

How Often Do Your Leaders Round?

- Inpatient units round on each patient once per stay
- Inpatient units round on 50-100% of patients each day
- Inpatient units round on less than 50% of patients daily
- We have a different goal (share in the chat)
- Not tracked or unknown

Notes on this Data

- The organization had to have a leader rounding goal established that tracked a percentage of their census in order to be included.
- Psychiatric and ED units were excluded.
- Each organization could select the admit and discharge settings in the software which adjusts the census due.



The Relationship Between Overall Rating and Leadership Rounding

Results

**Organizations above the
National Average for Overall Rating**

52.41%

**Average Percentage of Daily
Census that Received a
Leader Round**

Comparison

Above National Average for
Overall Rating

52.41%

Average Percentage of Daily Census
that Received a Leader Round

VS

Below National Average for
Overall Rating

42.09%

Average Percentage of Daily Census
that Received a Leader Round

The 50th percentile for Overall Rating (9 or 10) was: 72%

Percentile source: <https://www.hcahpsonline.org/globalassets/hcahps/summary-analyses/percentiles/2022-10-percentiles-public-report.pdf>

How Often Top Performing Hospitals Leader Round

Results

**Organizations That Were In or
Above 75th Percentile**

71%

**Average Percentage of Daily
Census that Received a
Leader Round**

Comparison

Above the 75th
Percentile

71%

Average Percentage of Daily Census
that Received a Leader Round

VS

Below the
75th Percentile

40.67%

Average Percentage of Daily Census
that Received a Leader Round

The 75th percentile for Overall Rating (9 or 10) was: 78%

Percentile source: <https://www.hcahpsonline.org/globalassets/hcahps/summary-analyses/percentiles/2022-10-percentiles-public-report.pdf>

Comparing Top Performing Hospitals

Results

Comparison



Health System A

47.9%

of patients daily

74.3% top box
Above 50th, almost 75th
N = 7290

VS



Health System B

79.6%

of patients daily

81.8% top box
Above 75th, almost 90th
N = 2908

Percentile source: <https://www.hcahpsonline.org/globalassets/hcahps/summary-analyses/percentiles/2022-10-percentiles-public-report.pdf>

Common Traits of Those in the 75th Percentile

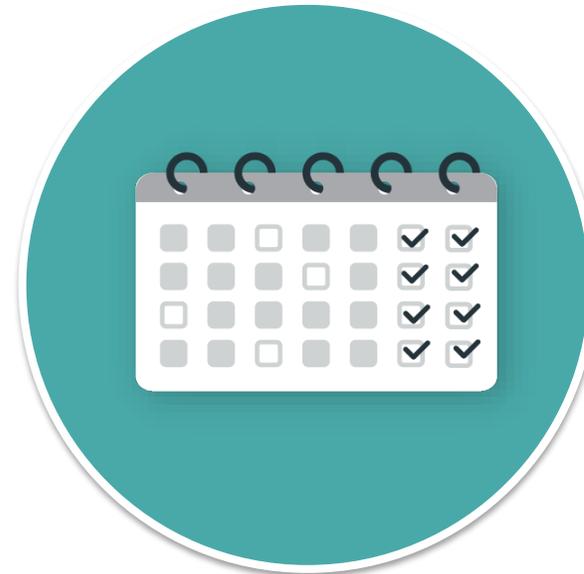
Results

Common traits of those in the 75th percentile


Rounds to Goal

100%
Daily Census

**They all set
their goal in
the software
to 100% daily
census**



**All required
rounding
on the
weekends**

Common traits of those in the 75th percentile

Nurse Leader Introduction

Hi, my name is ___ and I am the **nurse leader on this unit**. I am rounding today to ensure you are receiving excellent care.

You may have noticed I brought my device with me. I am using this tablet to **help capture your feedback and document our conversation**.

1 Do you have 5 minutes to discuss your experience today?

None Selected >

Comments > Associate Comment with: None Selected >

Enter new comments here.

- All were nurse leader rounding processes

- The rounding script stressed they introduce themselves as a leader on the unit

Common traits of those in the 75th percentile

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

All have an environmental assessment that leader reviews during the round

Common traits of those in the 75th percentile

Focus-02: Nurses - Listening Carefully

It's important for your care that our nursing team really listen to you to understand your needs.

How are we doing listening to your needs?

4

Positive Experience

Negative Experience

All structured their rounds based off HCAHPS key drivers or priority index

If I purposefully do leadership rounds =
If I do leadership rounds consistently + use the data to make changes =
I will improve our HCAHPS

I will improve our HCAHPS



Want to learn about the Nobl Rounding Platform?

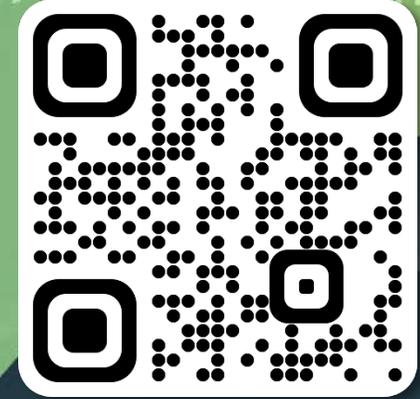


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March 16 | **HEADLINER** - Growing Compassion In All Corners of Your Life

April 6 | Level Up Your Patient Experience Skills: Certificate Programs

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CONNECTION CALLS/PX CHATS

March 15 | Lost Belongings Workgroup

April 27 | PX Chat: Supporting the Workforce

PROGRAMS

May 4-18, 2023 | CAVS Exam Preparation Course



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KEYNOTE SPEAKERS



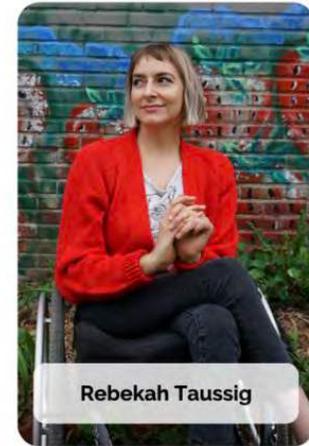
Karen Grimley



Dr. Alfredo Quiñones-Hinojosa



Shola Richards



Rebekah Taussig

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Thank you!