

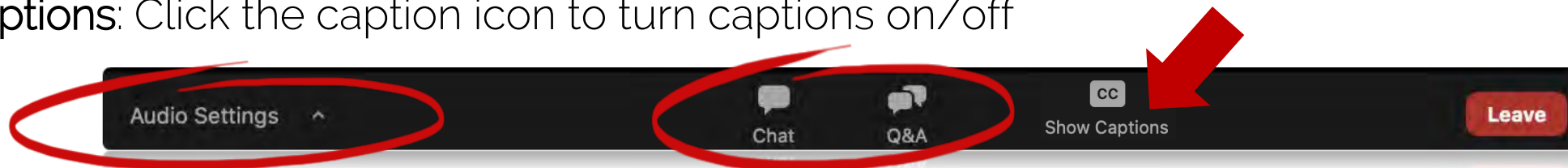
Harnessing Technology for Patient-Centered Rounding: Trends and Best Practices

April 11, 2024



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- **Q&A:** for submitting questions to review at the end of the webinar
- **Captions:** Click the caption icon to turn captions on/off



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Our Speaker

Katie Haifley, CPXP

Co-Founder, CMO, & Director of Client Services

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Harnessing Technology for Patient-Centered Rounding: Trends and Best Practices



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Empowering Care

Patient-Centered Care:
An approach that
prioritizes the individual
needs, preferences and
values of patients.

XM Strategy: Listening to Feedback





- Rounding technology landscape
- Trends to promoting patient-centered communication
- Common challenges with using technology for patient centered rounding
- Strategies to be authentically present with a device for rounding
- Exploration of organizations that are elevating rounding practices to further enhance patient centered care

WHAT WE
WILL
COVER

Rounding Technology Landscape



Traditional
Surveys



Retrofitting
other software
to use their
survey tools



Rounding
Apps

Rounding Technology Landscape



Traditional Digital Surveys

- Self service tech
- For example: Microsoft forms, Google Forms, Survey Monkey
- Not workflow oriented
 - Basic reports



Retrofitting other software to use for rounding

- Taking a piece of software used primarily for another purpose and building out a survey
- For example: HR, EMR, Incident Reporting systems



Rounding Apps

- Solution designed out to support the workflow of rounding + to capture feedback / results of rounding
- Integrated with EMR, HR, PX/XM, EDW Systems
 - Robust reports and analytics

Poll: Which category best describes your rounding technology used today?

Patient Centered Communication During Leader Rounds

Patient Centered Rounding

- Engages patients in a structured and empathetic manner.
- Prioritizes the patient's perspective, needs and preferences
- Utilizes patient-centric data to engage in meaningful conversations with each patient, avoiding a one-size-fits-all approach.

Patient Centered Communication

- Have you ever called into a 1-800 number, explained your situation only to be passed to the next rep and had to re-explain it all over again?
- What about calling back into a company and them having no recollection of your past issue/history?



3 Trends to Promote Patient Centered Communication during Leader Rounds



Review Past Rounding Interactions



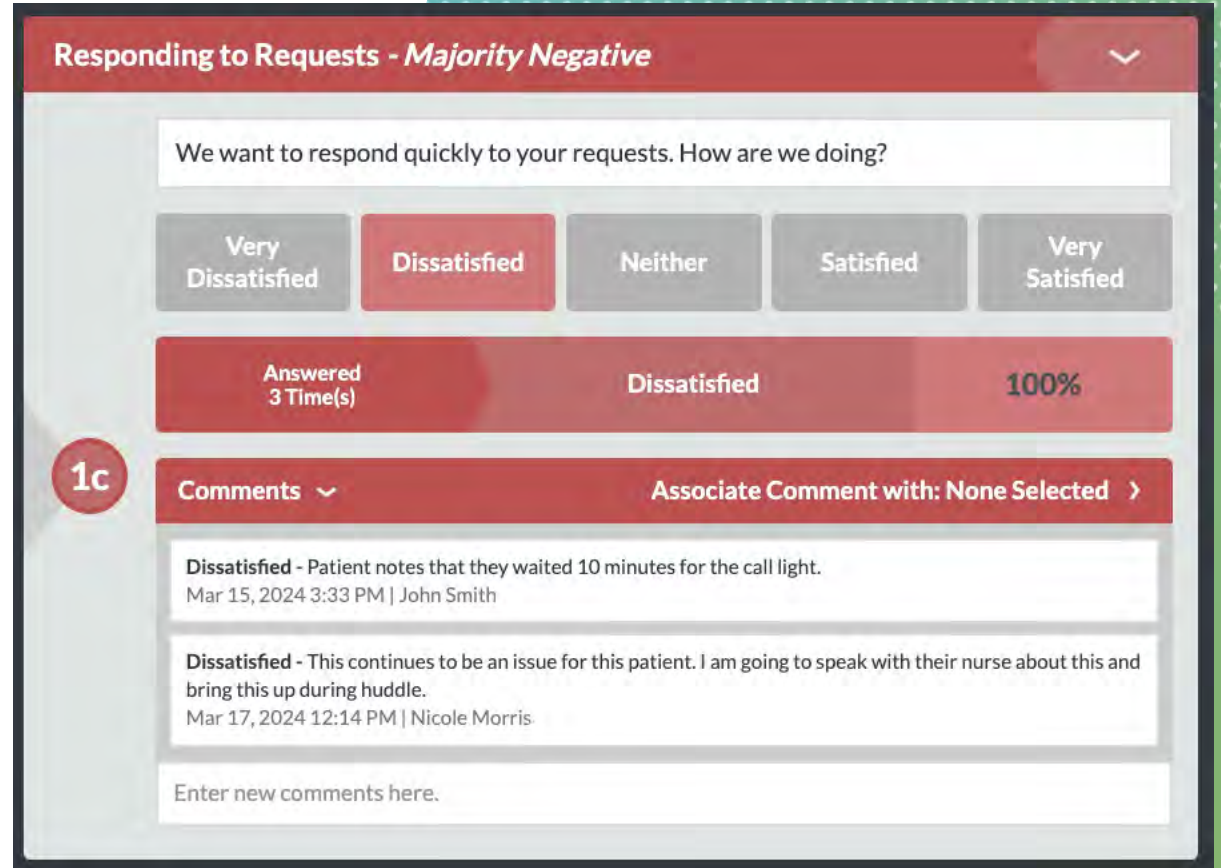
Ask about Patient Preferences



Understand Past Patient Experience Scores

Past Rounding Interactions

- Before you step into the patient's room review...
- Answers to rounding questions, comments, concerns, service recovery, and praises.
- Be armed with the knowledge of those past interactions and leverage those...don't make the patient retell their story.



The screenshot displays a survey result for 'Responding to Requests - Majority Negative'. The survey question is 'We want to respond quickly to your requests. How are we doing?'. The response distribution is as follows:

Response	Count	Percentage
Very Dissatisfied	0	0%
Dissatisfied	3	100%
Neither	0	0%
Satisfied	0	0%
Very Satisfied	0	0%

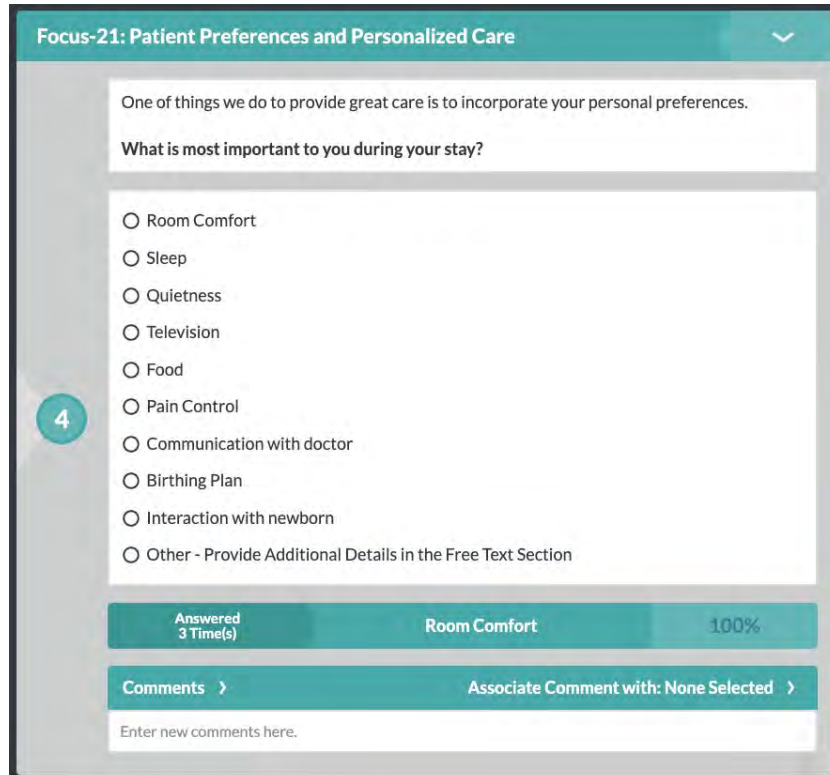
Below the survey results, there are two comments:

- 1c** **Dissatisfied** - Patient notes that they waited 10 minutes for the call light. Mar 15, 2024 3:33 PM | John Smith
- Dissatisfied** - This continues to be an issue for this patient. I am going to speak with their nurse about this and bring this up during huddle. Mar 17, 2024 12:14 PM | Nicole Morris

At the bottom, there is a text input field labeled 'Enter new comments here.'

Ask about Patient Preferences

- Ask “What is most important to you during your stay”
- Ensure you have a way to share this data with frontline staff
- Put on the whiteboard, EMR, door sign



Focus-21: Patient Preferences and Personalized Care

One of things we do to provide great care is to incorporate your personal preferences.

What is most important to you during your stay?

- Room Comfort
- Sleep
- Quietness
- Television
- Food
- Pain Control
- Communication with doctor
- Birthing Plan
- Interaction with newborn
- Other - Provide Additional Details in the Free Text Section

4

Answered 3 Time(s)	Room Comfort	100%
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Comments > Associate Comment with: None Selected >

Enter new comments here.



LCMC
Health

Understand Past Experience Scores

- Leverage your vendor's integration abilities so you can review past patient experience scores to understand what went right and what was an opportunity in the past before you begin rounding

Previous Patient Experience Survey Feedback

Discharged	Facility	Would Recommend Score	
2024/01/02	LVPG Medical Practice - Lehigh	10 Extremely	Comment >
<p>Comment: Great experience. Dr. [REDACTED] was very thorough in his explanations and in discussing his treatment options. He was very reassuring to me when dealing with this difficult diagnosis.</p>			
2023/12/21	Outpatient LVH-CC	10 Extremely	
2023/12/06	Outpatient LVH-S	7	Comment >
2023/10/27	Outpatient LVH-S	9	

Past 12 Visit(s) Top Box 75%



Poll: What tools does your organization use to understand past experiences of current patients?

Using Technology for Patient Centered Rounding: Common Challenges

Challenges Heard

- Difficult to be patient-centric and use a device
- Hesitation to document in front of patient
- Worried they will focus too much on the screen





Being Authentically Present with a Device Begins by Preparing

- Memorize the rounding questions
- Check in with the patient's nurse
- Review previous rounds including praises, concerns and question responses






Begin:

Set the tone of the round

- Introduce yourself as a person in a leadership role.
- Introduce the rounding device and explain what leadership rounding is.



Tip: Hold the tablet under your armpit while you sanitize. Using the device may feel awkward at first but through practice it will become natural.

Scripting to Introduce the Technology



Hi {Patient Name}, my name is Katie and I am the **nurse leader**. 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**.



Do you have 5 minutes to discuss your experience today?



During the round: Seek to understand their experience

- Sit, when possible, to be on their same level.
- Smile and show active listening body language.
- Glance down occasionally to your device to capture patient responses to questions.





After the round: Fill in additional details

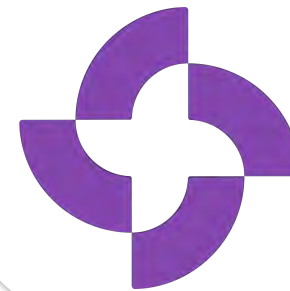
- Submit the round while you are in the room.
- Step outside the patient's room and go back to enter in any comments you didn't type in front of the patient.
- Don't wait until the end of the day to document your rounds.



Elevating Rounding Practices to Further Enhance Patient-Centered Care

Understand Predicted PX Scores

- Increase ability to accurately identify service recovery opportunities
- Provide real-time effective service recovery that strengthens relationships with patients and families
- Increases overall consumer confidence in Wellstar.



Wellstar
HEALTH SYSTEM



CH 3S TELE (RENAL) | Download

Current Priority Visits	Nobl Experience Score (NES)	Patient Name	Room	Top Contributing Factor	Last Rounding Type	Last Round Date
3 Patients that have not received a round today	0.00	GAGET	371-01	Days Since Last Activity	Sync	Needs Visit
	3.00		374-01	N/A	Nurse Leader Rounds	Visit Completed
	5.00		379-01	N/A	Nurse Leader Rounds	Visit Completed
	6.00	CODE C	375-01	Days Since Last Activity	Sync	Needs Visit

Understand Predicted PX Scores

FROM THIS....



TO THIS!




Wellstar
HEALTH SYSTEM



Engage with empathy, trust and respect

- St. Luke's, now part of Aspirus Health, includes the patient's preferred pronouns at the top of the rounding form, ensuring that leaders address each patient respectfully and according to their individual preferences.



Patient Demographics 

Admitting MD: Derek Beyer	Attending MD: Derek Beyer	
Language: ENG	Gender: F	Pronouns: They/Them

Enterprise Data Warehouse Integrations for Advanced Data Analysis

- UF Health Shands Hospital uses their EDW integration to compare rounders predicted experience scores to Press Ganey scores.



Comparing Leaders Predicted Score vs HCAHPS

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

What we learned – Recap and Review

- Patient Centered Rounding engages patients in a structured and empathetic manner. Prioritizes the patient's perspective, needs and preferences.
- It's enhanced by rounding applications that provide additional patient context that includes previous rounding interactions and experience data.
- We can be authentically present with a device if we prepare before the round and know the fundamentals during the round.
- Organizations are elevating their rounding practices and acquiring richer insights into their patient experience from the use of novel data integrations.



Upcoming Webinar: The Art & Science of Leader Rounding

**June 5, 2024
1 PM CT**



Scan to Register

Thank you for joining
today's webinar!

What questions do you
have?



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Nobl Rounding
Platform



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Upcoming Events & Programs

WEBINARS

April 23 | Volunteers: The Key to Patient and Employee Satisfaction

April 30 | Headliner - Global Perspectives on Human Experience: Where we stand and new frontiers

CONNECTION CALLS

April 16 | Membership Benefits Overview

April 17 | Physician Community Connection Call – Three Ways Physicians are Elevating PX

April 19 | PX Chat on PFA/PFACS: New/Getting Started

April 24 | Ambulatory Care Connection Call - Wait Times

April 25 | Connection Call: Learning Programs to Support Your Organization's Experience Strategy

PROGRAMS

April 16 | Foundations of Volunteer Management



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