

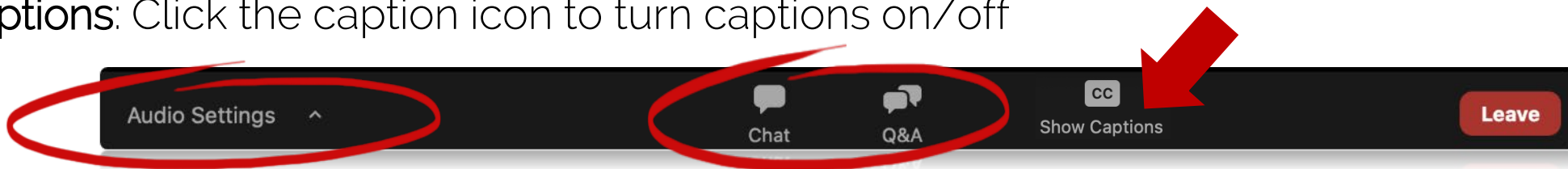
Unleashing Collective Potential: The Power of Team-Based Leader Rounding in Elevating Patient Care

August 6, 2024



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.

Comments shared in chats do not reflect the opinion or position of The Beryl Institute, but those of individual participants. People found misusing the chat function or engaging in uncivil or disruptive ways via chat may be removed from the session at our discretion.

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- This webinar is approved for 1 PXE.
- To obtain patient experience continuing education credit, participants must attend the webinar in its entirety and complete the webinar survey 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



Roxanne Baier, MN, CPXP
Manager, Quality Improvement-
Patient Experience
Baylor Scott & White Health



Katy Miller, M.Ed., LSSGB, CPXP
Manager, Patient Experience and
Volunteer Services
Baylor Scott & White Health

Unleashing the Collective Potential:

The Power of Team-Based Leader Rounding in Elevating Patient Care

- Katy Miller, MEd, LSSGB, CPXP, Manager Patient Experience and Volunteer Services Baylor Scott & White - McKinney
- Roxanne Baier MN, CPXP, Manager Quality Improvement, Baylor Scott & White

Disclosures

I have no relevant financial relationships to disclose, and I do not intend to discuss off-label/investigative use of a commercial interest/drug/product/device.

Learning Objectives

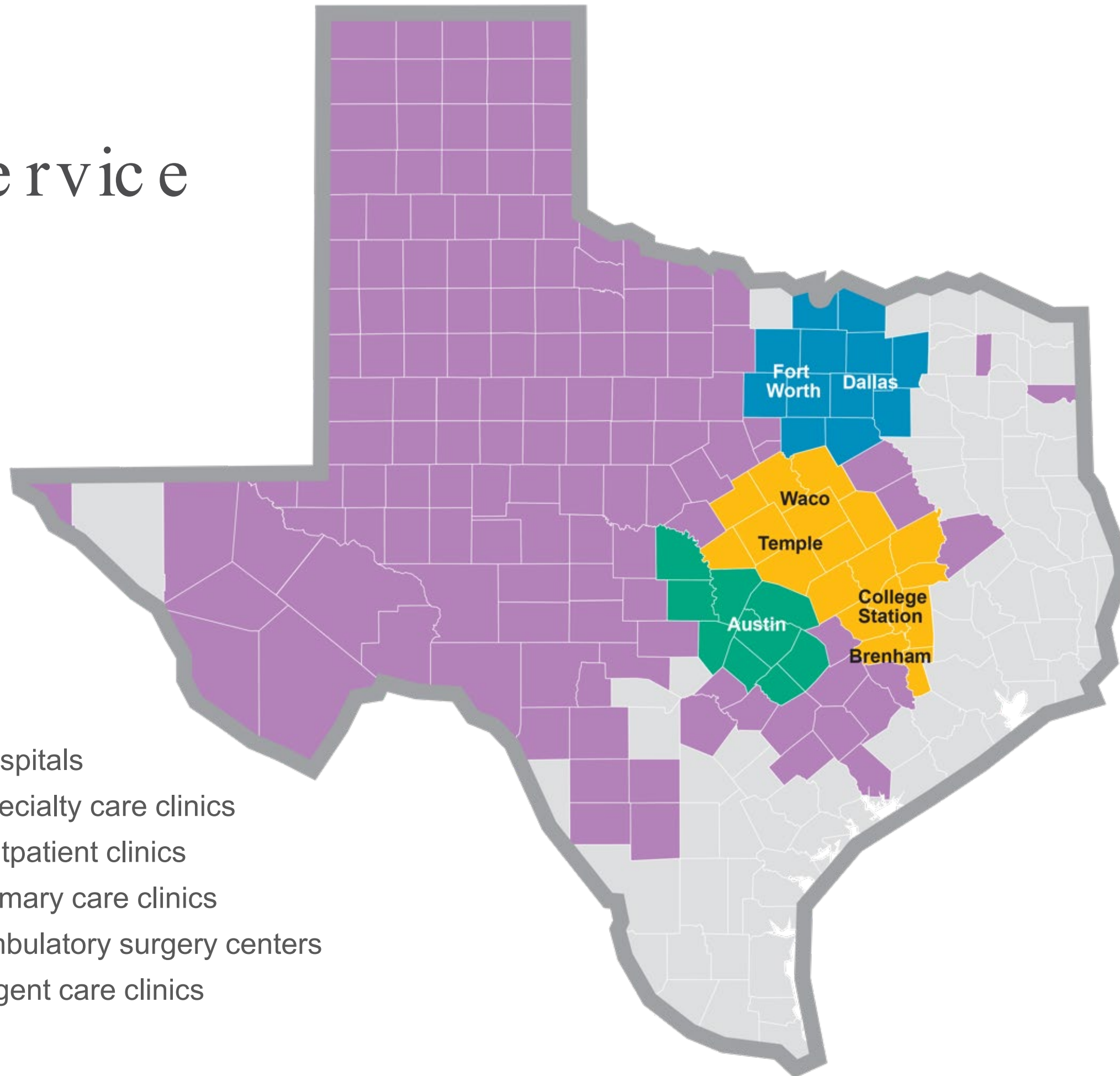
- Establish a cross-functional team focused on engaging with patients to enhance both patient and employee experience through collaborative efforts and continuous improvement
- Evaluate how leader rounding can enhance communication between healthcare leaders, frontline staff, and patients leading to better care coordination and patient-centered care.
- Identify effective strategies and best practices for conducting leader rounding that fosters a positive and empathetic patient experience.



In 2013, Baylor Health Care System merged with Scott & White Healthcare to form Baylor Scott & White Health, the largest not - for - profit healthcare system in the State of Texas.



Our service areas



- 51 Hospitals
- 590 Specialty care clinics
- 254 Outpatient clinics
- 158 Primary care clinics
- 30 Ambulatory surgery centers
- 62 Urgent care clinics

DALLAS-FORT WORTH

- 34 Hospitals
- 287 Specialty care clinics
- 178 Outpatient clinics
- 83 Primary care clinics
- 30 Ambulatory surgery centers
- 27 Urgent care clinics

CENTRAL TEXAS

- 8 Hospitals
- 203 Specialty care clinics
- 31 Outpatient clinics
- 39 Primary care clinics
- 8 Urgent care clinics

GREATER AUSTIN

- 9 Hospitals
- 100 Specialty care clinics
- 45 Outpatient clinics
- 36 Primary care clinics
- 11 Urgent care clinics

DIGITAL CARE

- 254 Counties (available statewide)

HEALTH PLAN

- 171 Counties

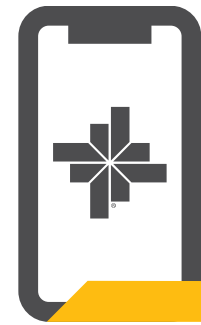


BSWH at a glance



1,250+

health system care sites including hospitals, clinics, and surgery centers



2.8 million

MyBSWHealth accounts



3.5 million

customers



1.2 million+

covered lives (Health Plan and ACO)



52,000

employees



\$13.9 billion

total operating revenue



12 million+

professional encounters annually



7,100+

physicians



\$997 million

community benefit



Our Core

Founded as a Christian ministry of healing, Baylor Scott & White Health promotes the well-being of all individuals, families and communities.

MISSION

We serve faithfully
We never settle
We are in it together
We make an impact

VALUES

FOCUS AREAS

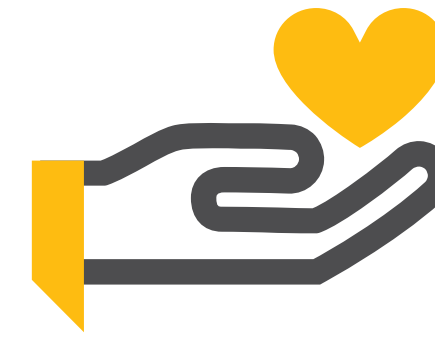
Quality & safety
Customer experience
Team member experience
Financial stewardship

Empowering you to live well.

VISION

Our Vision

Empowering you to live well





Baylor Scott & White Medical Center —McKinney

11,527
admissions



192
licensed beds



43,301
emergency
department visits

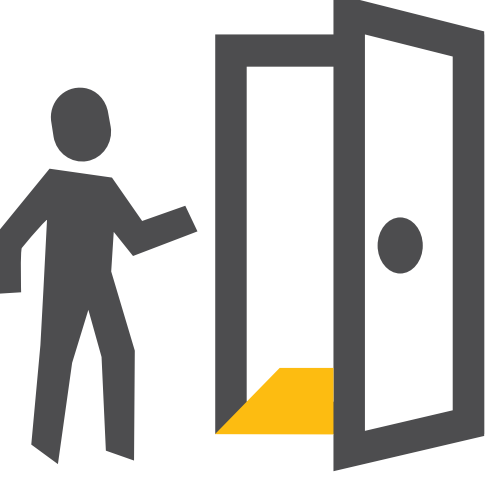


2,476
babies born

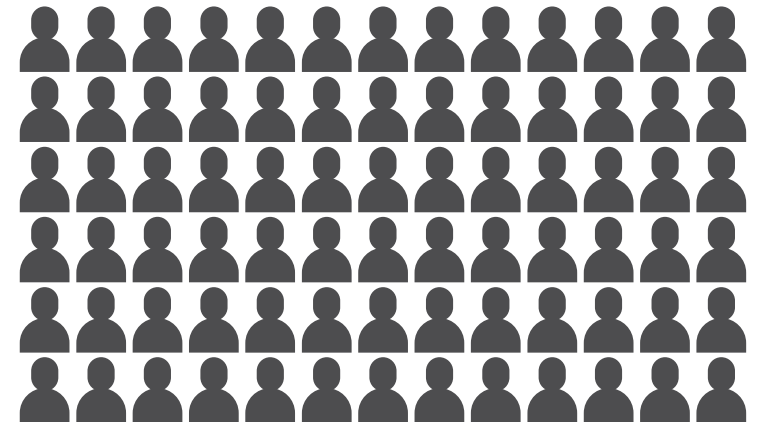
4.41
days, average
length of stay



38,925
outpatient visits
excl. home care
and ED visits



Opened in
July 2012



1042
employees



1024
physicians,
total medical staff





Goals for the Session





Data Driven Decision
Making



Organizational Culture



Initial Concerns

Hospital Landscape





Bryan Bane, Director of Supply Chain
April Castellon, Imaging Supervisor

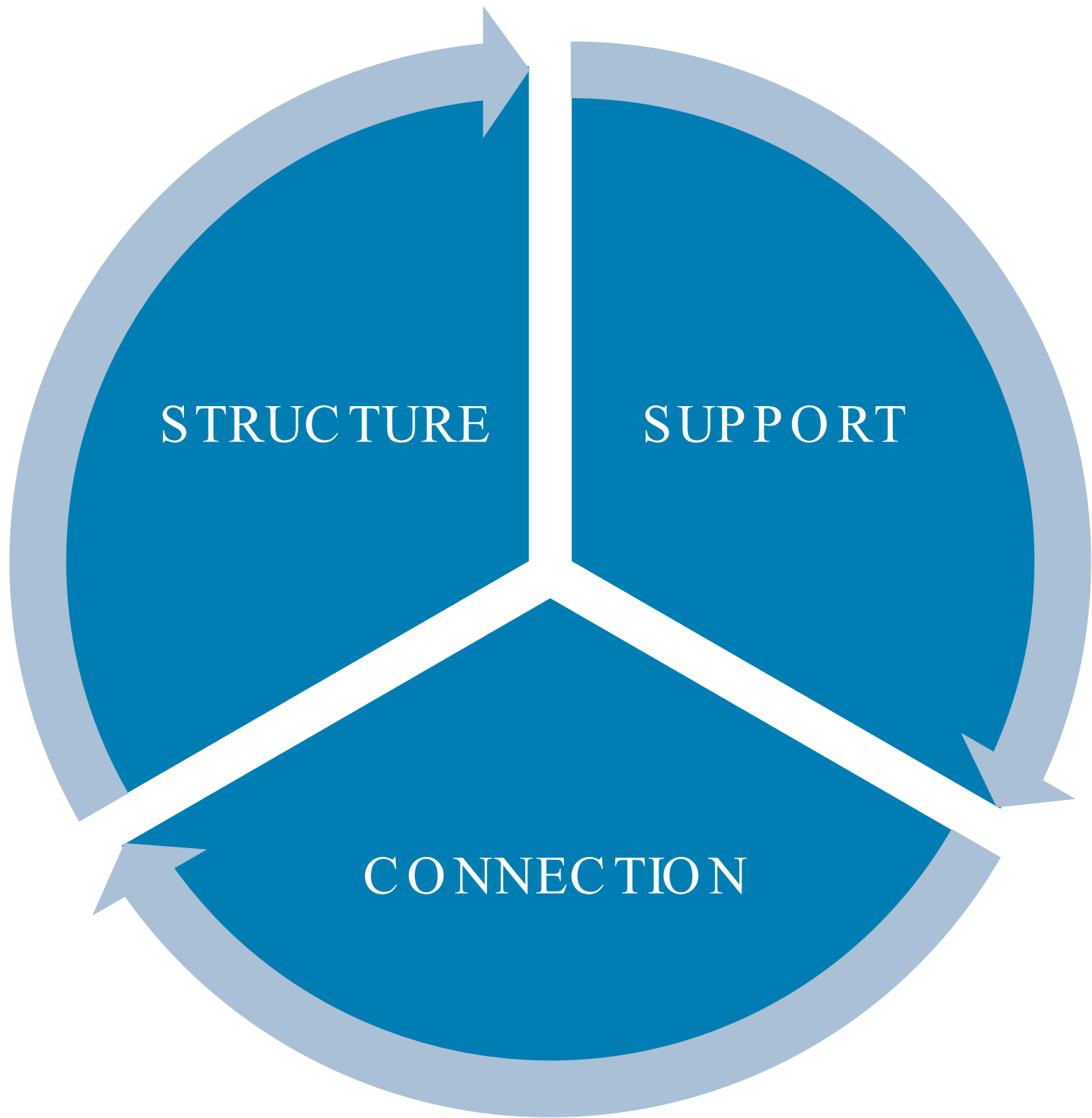


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A Lookback To Where We Were - FY 22

McKinney FY22 Performance																
Inpatient HCAHPs	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	FYTD	Goal	%ile Rank	Gap to Goal
# of Surveys received	179	160	149	181	129	156	139	152	154	149	200	143	1889			
Rate Hospital 0-10	78.8	69.4	71.6	75.8	74.4	70.1	73.7	74.0	74.3	70.5	72.4	75.4	73.4	74.2	65	-0.8
Recommend Hospital	80.3	69.6	76.2	77.5	71.3	76.5	78.8	73.0	74.2	68.9	76.3	81.4	75.4	76.1	71	-0.7
Comm w/ Nurses	81.8	73.9	72.3	83.1	78.0	73.2	75.9	73.8	80.7	77.1	74.8	80.8	77.2	79.1	40	-1.9
Response of Hosp Staff	73.2	62.8	52.9	67.5	68.9	60.8	63.7	54.2	65.6	61.9	66.5	64.6	63.8	65.6	55	-1.8
Comm w/ Doctors	79.9	73.9	76.5	80.0	76.6	77.3	76.9	76.4	77.8	76.3	76.7	80.8	77.5	78.7	39	-1.2
Hospital Environment	69.8	68.9	61.2	64.8	71.5	66.2	69.4	71.8	69.3	72.4	73.8	73.2	69.4	70.6	71	-1.2
Comm about Medicines	64.0	58.5	58.4	60.7	67.7	61.0	62.4	56.4	64.5	57.5	58.0	60.8	60.7	61.2	56	-0.5
Discharge Information	84.5	83.4	85.6	84.3	80.5	84.3	83.9	82.1	85.4	83.6	85.7	87.3	84.3	85.9	31	-1.6
Care Transitions	58.5	57.1	51.1	54.4	53.7	58.8	56.8	52.6	57.4	47.6	56.1	63.2	55.7	54.7	71	1.0
HCAHPS Composite	74.5	68.6	67.3	72.0	71.4	69.8	71.3	68.2	72.1	68.4	71.2	74.2	70.8	71.8	53	-1.0

- Lacked formal, structured rounding program
- Inconsistent participation and escalation process
- Lacked unit-specific focus items



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 Team member experience
 Financial stewardship

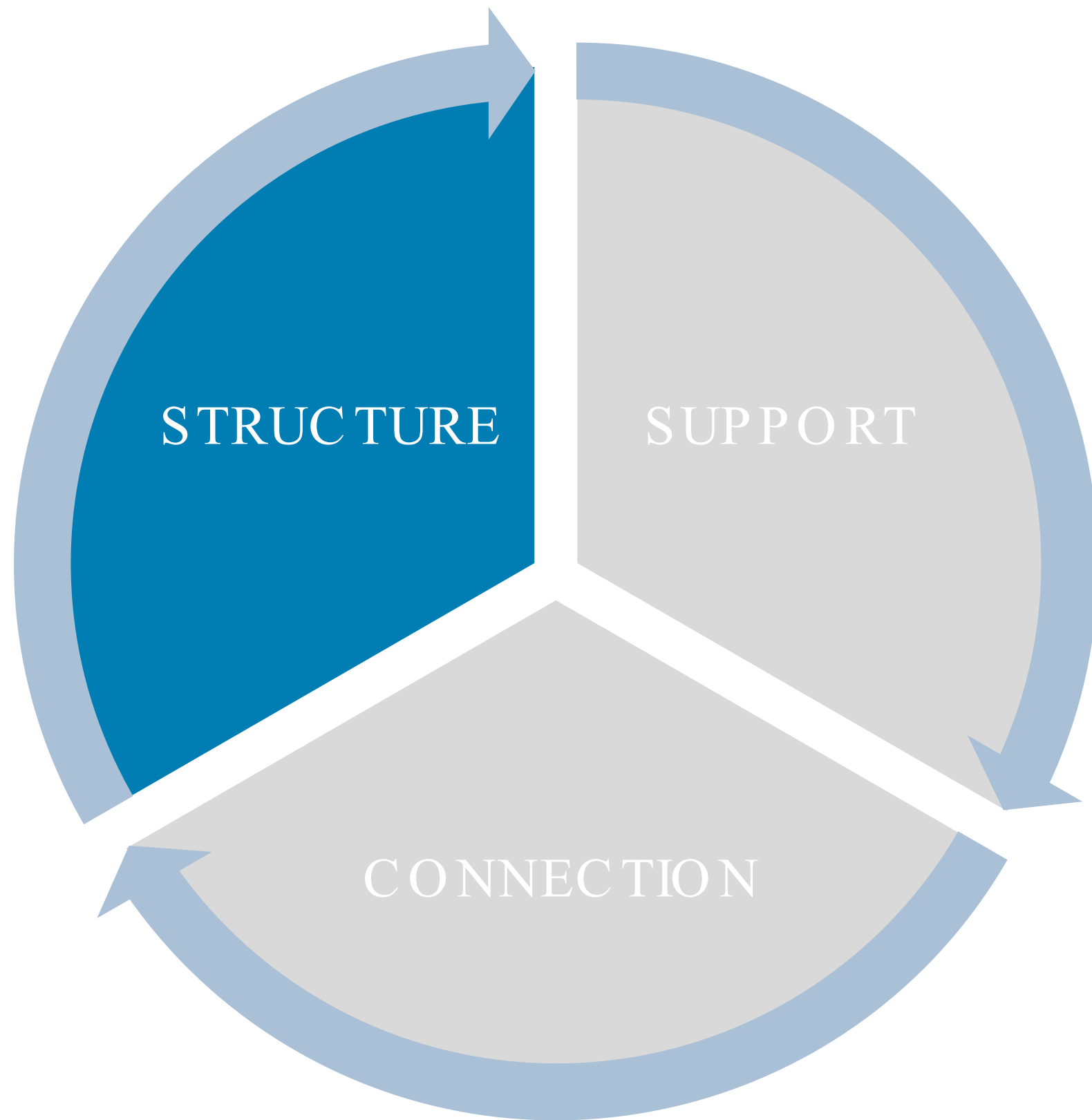
Empowering you to live

VISION



CORE60



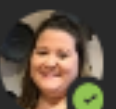


- Protected time on calendars (daily)
- Rounding by RN assignment
- Leaders assigned to specific units
- Rounding debriefs (twice a week)
- Transparency and accountability



Utilizing Teams to pick rounding assignment:

- ▶ PE PATIENT EXPERIENCE Advisors Team... ⋮
- ▶ RE Rockstar Experience ⋮
- ▼ Core 60 ⋮
 - General
 - 2nd Floor
 - 3rd Floor** ⋮
 - 4th Floor
 - 5th Floor**
 - Back to Basics (ACU) 📄
 - Back to Basics (PCU) 📄
 - Emergency Department** 1
 - Keep It New Rounds 📄

 Weatherly, Crystal D Monday 6:58 AM 📄

3/2/24


3rd Floor


Date: Monday		March 4, 2024										
Assignment												
Charge RN 1:	Angela	54-0240	Charge RN2:	Crystal	54-0360							
3S HUC:	Lana	54-6350	3N HUC:		54-6380							
M/Care/view:	Lana/Namita/Lana	546395	Boards:		54-0535							
Phone #	Name	Room										Shift Buddy
54-0270	Telex	1	2	4	9	12						Esther (FP)
54-0583	Esther (FP)	3	5	7	8	11						Telex
54-0567	Sherry	6	10	14	15	16						Romel
54-0398	Romel	17+	18	19	20							Sherry
54-0531	Namita	21	22	23	24	25						Larissa
54-0535	Larissa + Hannah	26	27	28	29	31						Namita
54-0248	Gena	30	32	33	34+	35						Ashley
54-0366	Ashley	36	37	38	40							Gena
54-0272	Mercy	39	41	42	44	49						Belinda
54-0566	Belinda (FP)	43	45	46	47	48						Mercy
Phone #	Name	Rooms					Shift Buddy					
54-0467	Noelle	1-10					Tung					
54-0377	Tung	11-20					Noelle					


ROCK STARS

[see more](#)

5 replies from Graham, Dawn M, Stanzo, Karen C, Carey, Kayla M, and 2 others

 Carey, Kayla M Monday 9:49 AM
Sherry

 Stanzo, Karen C Monday 10:12 AM
Namita

 Graham, Dawn M Monday 10:35 AM
Esther

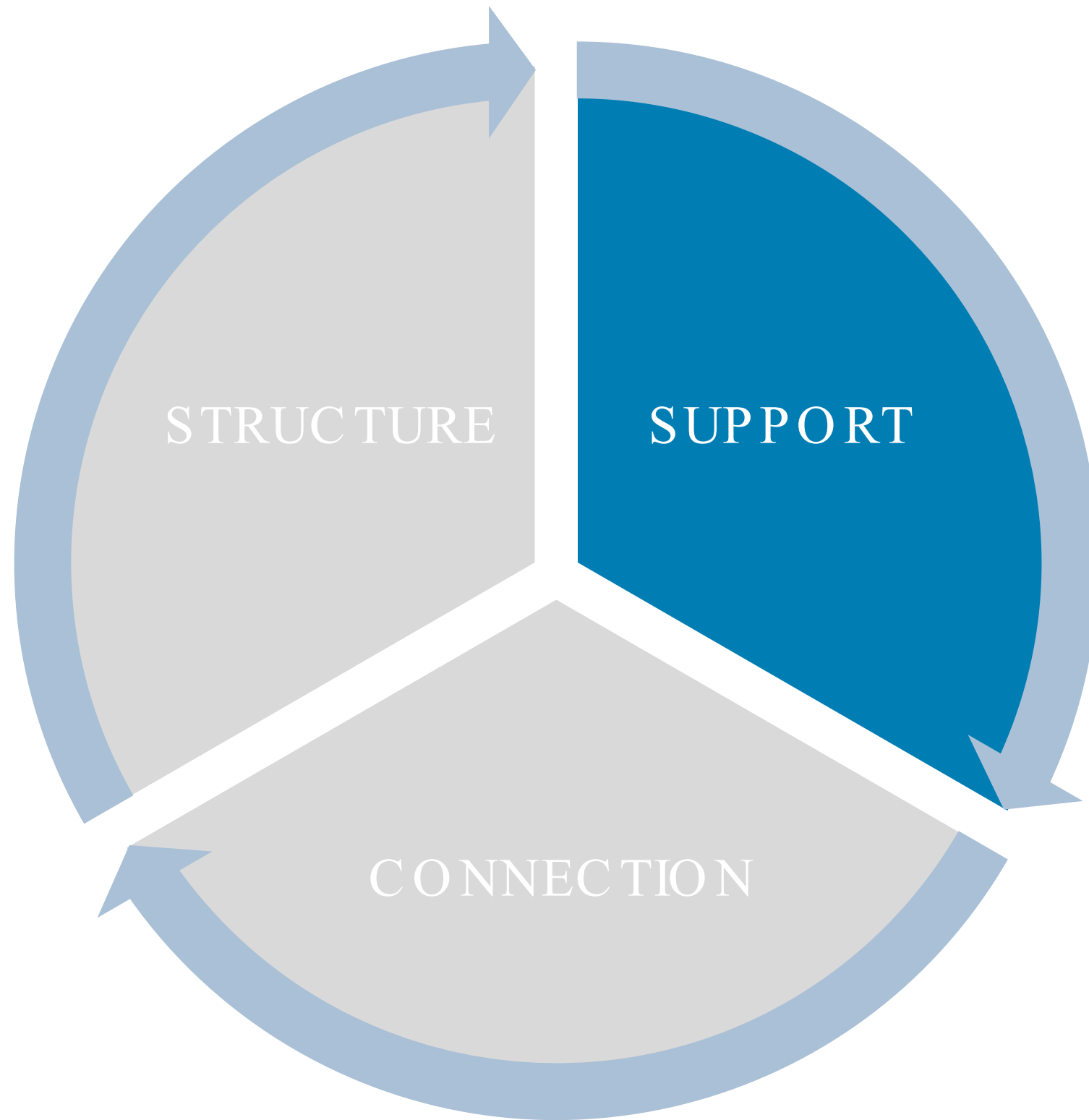




Bryan Bane, Director of Supply Chain
Megan Jackson, Nurse Manager



[Click for Video](#)



- Education
 - Leader Rounding Workshop
 - At-the-elbow coaching
 - Handouts/Fliers
- Senior Leaders prioritize rounding
- Realtime problem solving



Educational Resources for Rounders

LEADER ROUNDING MASTER THE PRE-ROUND

ROUNDING ASSIGNMENT
Review the Core 60 Teams channel for Unit/Floor specific rounding assignments. OR- Pick up additional assignments if patient's are

IROUND- KNOW YOUR PATIENT

•Rounding and Service Recovery history: Review present admission and past admission data, if applicable.
•Learn about past experiences, expectations, and individual needs.
•Collaborate with the RN to learn about the patient's current experience.
•Identify potential barriers to round (i.e. pain, nausea, grief, language, etc)

BENEFITS OF A PRE-ROUND

•Knowledge is Power
•Assists with establishing own connection
•Continuity of Relationship Centered Communication and further strengthens the connection with Baylor McKinney.

LEADER ROUNDING FOCUS QUESTIONS

PP/ANTE
•Discharge Information: Help when you left
•RN Communication: Listen carefully

ACU
•Med Communication: Side effect education
•RN Communication: Listen carefully
•RN Communication: Explain to understand

ORTHO
•Med Communication: Side effect education
•RN Communication: Listen carefully
•RN Communication: Explain to understand

ONC
•Med Communication: Side effect education
•Discharge Information: Help when you left

PCU
•Med Communication: Side effect education
•Responsiveness: Help toileting

ICU
•Med Communication: Side effect education
•Care Transitions: Understand managing health

ED
•Waiting time to treatment area
•Information about delays
•Nurse sensitivity to pain

LEADER ROUNDING ROUNDING QUESTIONS

START WITH A CONNECTION
•Introduce self and role
•Attend to comfort and minimize distractions
•Get to know the patient
•Use reflective listening
•SMALL TALK before big talk

ROUNDING CONVERSATION
•How's your experience on this unit?
•Are we keeping you up to date?
•How often is your care team checking on you?
•When your team is purposely rounding, what do they do to ensure your needs are met?
•Tell me about your plan of care today.
•What hand-off do you see occur between nurses at shift change? (BSSR- Do you feel involved?)
•How would you describe the communication from your nurses and doctors?
•If you've used your call light, what have you used it for? (5Ps)
•How quickly did we respond to needs?
•Can you share with me medication side effects you've learned today?
•How would you describe the quality of the food?
•How would you describe the cleanliness of your environment?
•Who would you like to recognize?
•What can I do for you before I leave?
•Whiteboard and Environment check

•Follow Up: Notify RN, CN, and/or Unit Leaders
•IRound: Enter round and service recovery, if applicable
•Core 60 Debrief: report highlights of opportunities, trends, and recognitions.

LEADER ROUNDING ROUNDING CONVERSATIONS

Follow these Leader Rounding steps and check them off as they are completed for each patient. Be sure to include the unit specific focus questions during your round.



•How's your experience on this unit?	
•Are we keeping you up to date?	
•How often is your care team checking on you?	
•When your team is purposely rounding, what do they do to ensure your needs are met?	
•Tell me about your plan of care today.	
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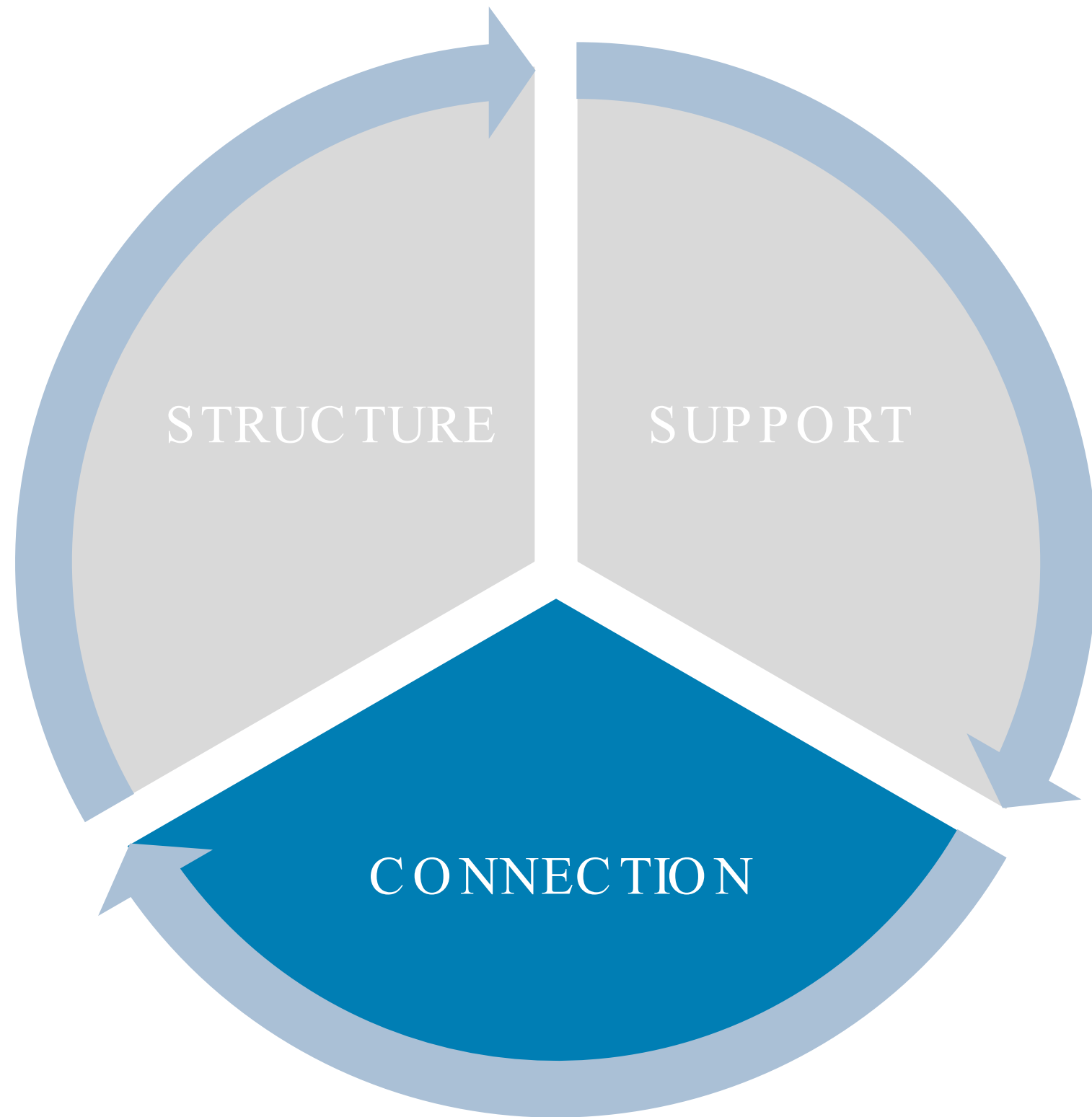




Kayla Carey, Director of Nursing
Dr. Jeff Kerr, Chief Medical Officer



[Click for Video](#)



- Building and deepening relationships
- Data driven focus items
- Humanizes the work we do
- Activates our commitment





[Click for Video](#)

Trang Nguyen, Chief Nursing Officer

A Lookback To Where We Were - FY 22



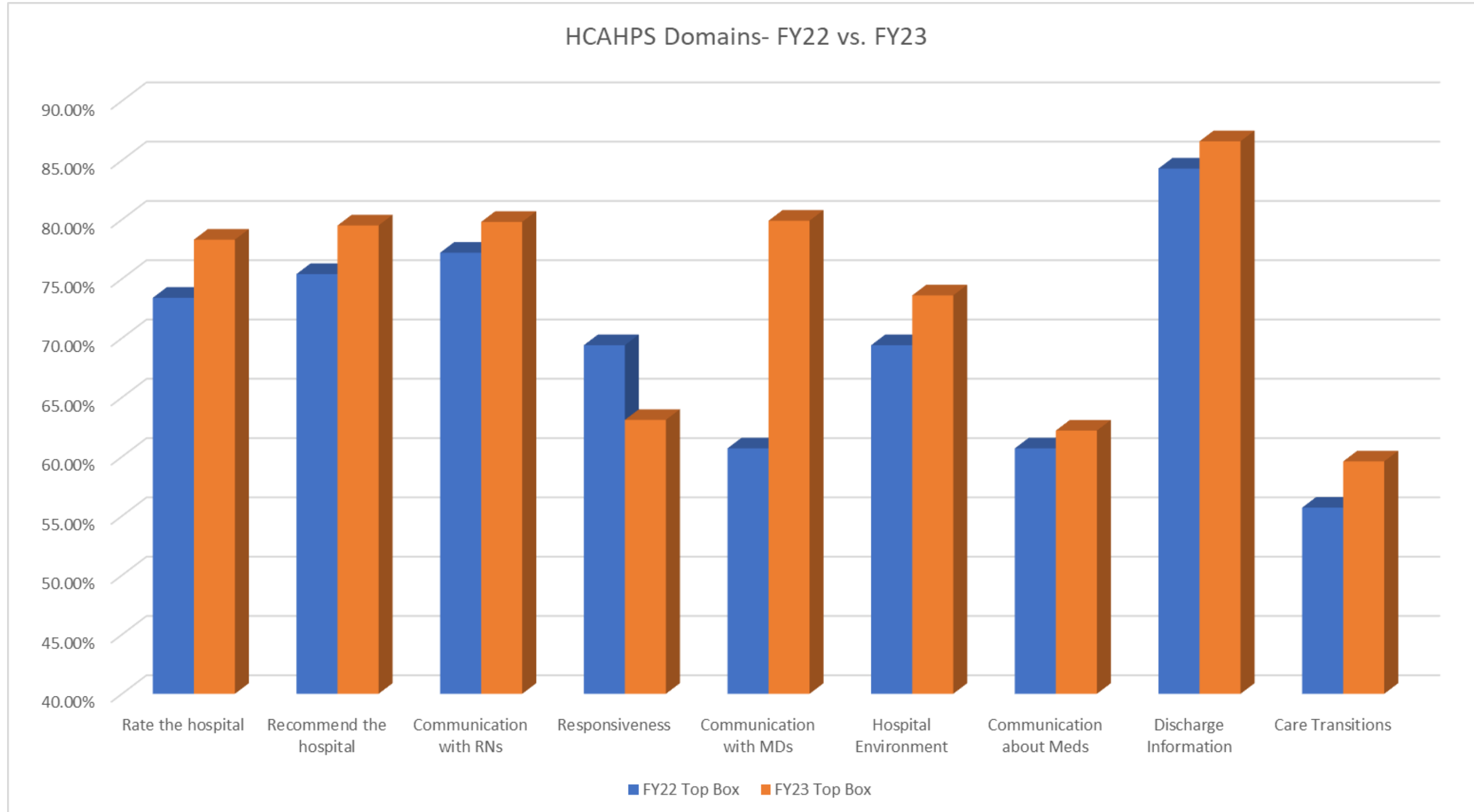
McKinney FY22 Performance																
Inpatient HCAHPs	Jul-21	Aug-21	Sep-21	Oct-21	Nov-21	Dec-21	Jan-22	Feb-22	Mar-22	Apr-22	May-22	Jun-22	FYTD	Goal	%ile Rank	Gap to Goal
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Rate Hospital 0-10	78.8	69.4	71.6	75.8	74.4	70.1	73.7	74.0	74.3	70.5	72.4	75.4	73.4	74.2	65	-0.8
Recommend Hospital	80.3	69.6	76.2	77.5	71.3	76.5	78.8	73.0	74.2	68.9	76.3	81.4	75.4	76.1	71	-0.7
Comm w/ Nurses	81.8	73.9	72.3	83.1	78.0	73.2	75.9	73.8	80.7	77.1	74.8	80.8	77.2	79.1	40	-1.9
Response of Hosp Staff	73.2	62.8	52.9	67.5	68.9	60.8	63.7	54.2	65.6	61.9	66.5	64.6	63.8	65.6	55	-1.8
Comm w/ Doctors	79.9	73.9	76.5	80.0	76.6	77.3	76.9	76.4	77.8	76.3	76.7	80.8	77.5	78.7	39	-1.2
Hospital Environment	69.8	68.9	61.2	64.8	71.5	66.2	69.4	71.8	69.3	72.4	73.8	73.2	69.4	70.6	71	-1.2
Comm about Medicines	64.0	58.5	58.4	60.7	67.7	61.0	62.4	56.4	64.5	57.5	58.0	60.8	60.7	61.2	56	-0.5
Discharge Information	84.5	83.4	85.6	84.3	80.5	84.3	83.9	82.1	85.4	83.6	85.7	87.3	84.3	85.9	31	-1.6
Care Transitions	58.5	57.1	51.1	54.4	53.7	58.8	56.8	52.6	57.4	47.6	56.1	63.2	55.7	54.7	71	1.0
HCAHPS Composite	74.5	68.6	67.3	72.0	71.4	69.8	71.3	68.2	72.1	68.4	71.2	74.2	70.8	71.8	53	-1.0

First Year Results - FY 23

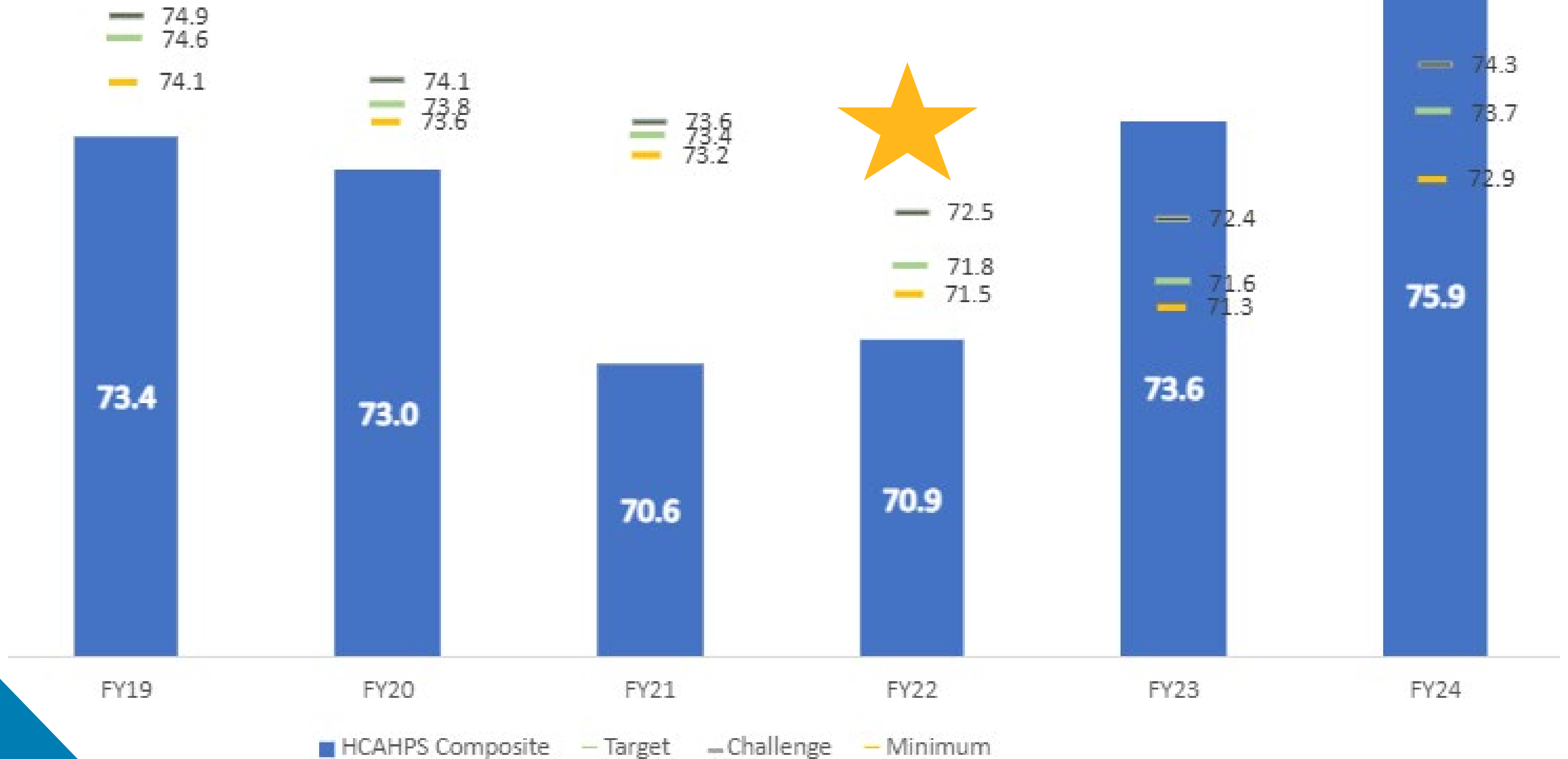
McKinney FY23 Performance																	
Inpatient HCAHPS	Jul-22	Aug-22	Sep-22	Oct-22	Nov-22	Dec-22	Jan-23	Feb-23	Mar-23	Apr-23	May-23	Jun-23		FYTD	Goal	%ile Rank	Gap to Goal
# of Surveys received	183	172	194	176	162	158	169	173	196	203	191	159		2136			
Rate Hospital 0-10	76.4	75.9	76.2	85.1	80.6	82.1	72.8	79.0	77.5	80.7	79.0	74.5		78.3	74.2	80	4.1
Recommend Hospital	78.9	76.9	78.8	87.3	82.1	79.6	77.4	79.0	78.0	78.3	81.0	76.4		79.5	75.9	81	3.6
Comm w/ Nurses	79.4	76.9	72.6	84.8	82.2	80.1	76.9	80.5	80.3	83.4	79.4	81.3		79.8	78.5	54	1.3
Response of Hosp Staff	64.7	60.3	59.7	67.0	64.0	59.4	59.8	61.0	64.8	63.5	66.8	64.9		63.1	65.1	51	-2.0
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Hospital Environment	75.9	72.4	74.9	79.1	76.2	71.8	70.0	71.4	72.9	71.1	75.3	71.5		73.6	69.7	83	3.9
<i>Cleanliness</i>	81.1	78.4	81.3	82.9	79.3	75.0	75.0	72.5	79.9	72.9	77.0	75.5		77.6	73.6	75	4.0
<i>Quietness</i>	70.7	66.5	68.6	75.3	73.1	68.6	65.1	70.4	66.0	69.3	73.7	67.5		69.6	66.0	83	3.6
Comm about Medicines	60.1	67.7	57.7	67.4	65.4	63.4	56.7	62.4	60.5	60.0	59.7	66.4		62.2	61.6	64	0.6
Discharge Information	86.0	86.5	83.3	87.0	89.2	89.7	88.0	85.2	85.4	86.9	85.9	87.3		86.6	86.1	47	0.5
Care Transitions	58.4	55.2	57.5	64.2	62.4	60.9	63.8	57.2	59.2	59.2	57.9	60.3		59.6	55.8	84	3.8
HCAHPS Composite	73.0	72.1	70.4	78.6	76.4	74.2	71.2	72.8	73.4	73.9	73.7	73.9		73.6	71.6	79	2.0

- Fewer service recoveries, more efficient escalation/resolution
- Deepened relationships
- Reduced calls to Patient Relations

Year Over Year Comparison



First Year Results - FY 23





Megan Jackson, Nurse Manager
Bryan Bane, Director of Supply Chain
April Castellon, Imaging Supervisor



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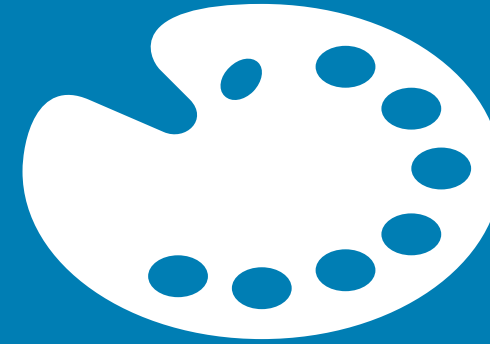


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Ms. Maxine Moore, Former Patient



Monday Morning Fires



Get Creative



Importance of Recognition



Consistent Expectations



Be Intentional



Continuously Add Tools

Learnings Along the Way and Next Steps





**THANK
YOU**

Leadership team and Rounders at McKinney
Patient Experience Department

Video Participants

- Bryan Bane, Director of Supply Chain
- April Castellon, Imaging Supervisor
- Kayla Carey, Director of Nursing
- Megan Jackson, Nursing Manager
- Dr. Jeff Kerr, CMO
- Trang Nguyen, CNO
- Maxine Moore, Former Patient

Session Attendees





What questions
do you have for
us?

Katy.Miller@bswhealth.org
Roxanne.Baier@bswhealth.org



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- After completing the webinar survey, you will be redirected to the Patient Experience Institute's PXE Portal to claim the credit.
- As a recorded webinar, PXE credit is available for two (2) years from the live broadcast date.



Upcoming Events & Programs

WEBINARS

August 15 | The Hospitality Effect: Creating a Culture to Improve Care & Outcomes

August 27 | Empowering Healthcare: Understanding and Supporting Trans and Non-Binary Patients

September 5 | Using Gratitude to Elevate the Human Experience

CONNECTION CALLS/CHATS

August 7 | Volunteer Professionals Community Connection Call – Shadowing

August 8 | Connection Call: Membership Benefits Overview

August 14 | Lost Belongings Workgroup

August 16 | PX Chat on PFA/PFACS: Revitalizing/Rebuilding



Access our vast library
of on demand patient
experience webinars.

*Webinars are included in membership
with the Institute.*



Thank You

