

# Nurse Leader Rounding In the ER at Wesley

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# What Is Nurse Leader Rounding (NLR)?

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Nurse leader rounding is an evidenced based way that allows leaders to obtain feedback from patients and families on the care they have received that has been shown to improve the overall care experience.

NLR is an expected daily priority for CNCs, managers, director and now Lauren as your CE coordinator. Their goal is to each round on at least 10 patients per day (Lauren will do more).

During NLR, the goal is to round on at least 2 patients within an assignment to get trends of care delivery.

# What Are Our 2x2s For Care Experience

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When we say our 2x2s, we are meaning that we focus on 2 items for 2 quarters (or until sustained improvement) that are evidenced based tactics to allow our patients/families to feel like they received VERY GOOD care.

Our 2x2s may change in the future and you will all be updated when that comes (no anticipated change coming yet).

## **Current 2x2s**

1. What have we done to work together to keep you comfortable?
2. Can you tell me what you are waiting on or next steps in your care are?

# What To Expect: Pre-Round

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Before we round on the patient, we will round on the primary care team to obtain the following information.

## Pre-Round

- What name does your patient go by
- Personal connection
  - What do you know about the patient that has nothing to do with why they are here today
- 2x2s
  - Can you tell me our 2x2s for our focus items currently and what have you done to address those

# What To Expect: Patient-Round

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## Patient-Round

- We will introduce ourselves and our role in taking time to listen to their feedback
- We will share the personal connection that we obtained during the pre-round, to build the communication trust as a team
- We will ask if they can tell us their nurse/care team names
- We will then ask if they know what they are waiting for and/or next steps in their care
- We will ask how we are keeping them comfortable
  - Warm blanket, dimmed lights, pain meds
- We will solicit for staff recognition from the patient/family
- We will manage up the care team to reassure the patient that they have the very best
- We will conduct a safety survey
  - Call light within reach, communication board completion, clean environment, side rails, and armbands on patient

# What To Expect: Post-Round

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## Post-Round

- The nurse leader will come to the primary care team (single or group pending pod) and share with you our summary of patient perception of care.
- Based on your trended patient feedback, you will receive questions and in some cases expectations to be met going forward.
- We will ask for commitments on safety items missed on next patients and may round back to ensure commitment is met.
- The ask and expectation is that you are *receptive* to feedback and know that it comes from a place of improving the experience of our patients.
- Everyone is rated as developing, competent or expert.
  - Developing example: patient not updated, no communication board, no call light, doesn't know nurse/team names
  - Competent example: patient is updated, however has no call light or communication board updated.
  - Expert example: all elements of our expectations for safe and quality care are met.