



## Purpose

The purpose of this nursing leadership project was to determine if the use of a consistent visual cue for hourly rounding (HR) would improve patient recall that hourly rounding occurred evidenced by increased Press Ganey Scores on the Unit indicator.

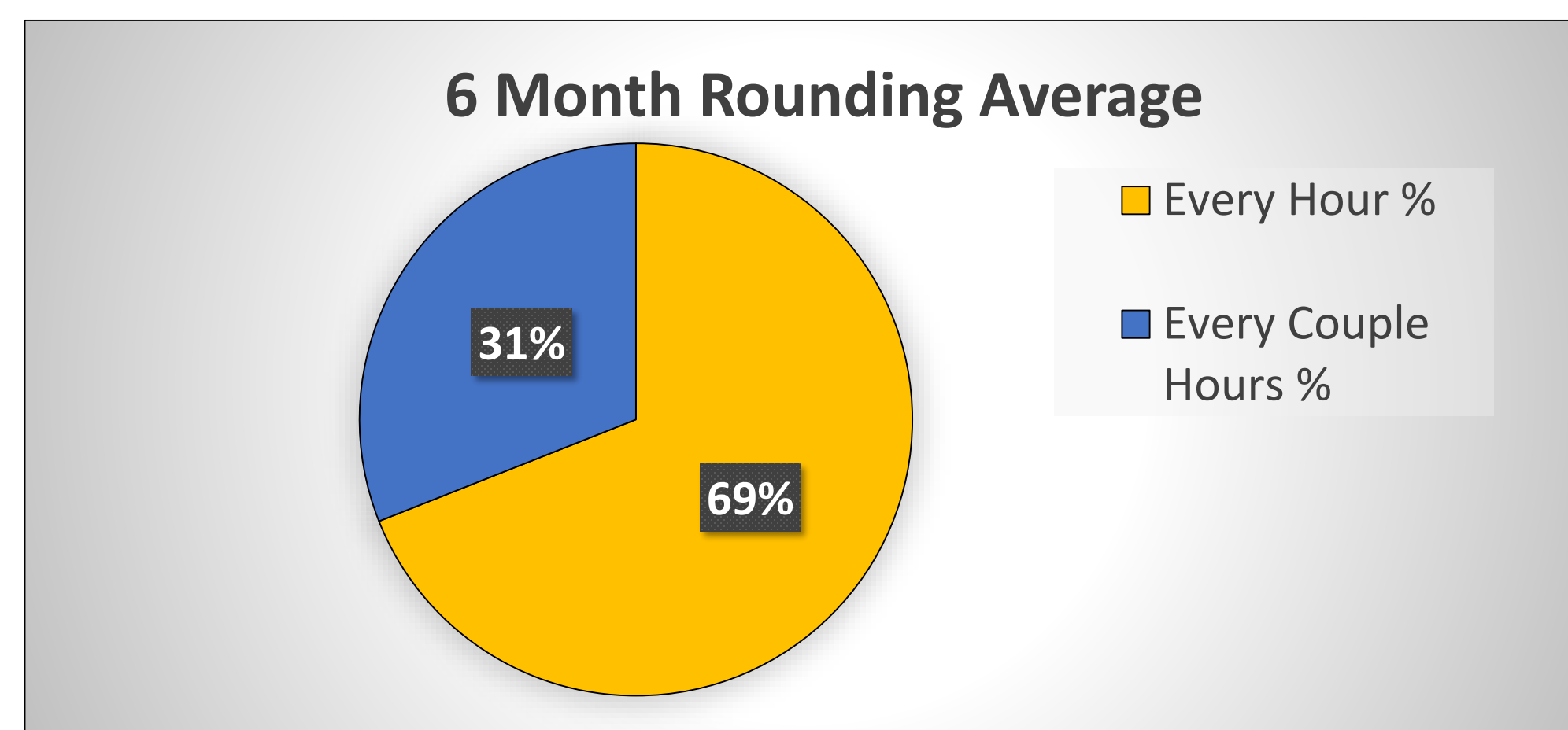
## Background

In the last 6 months

Only 69% of patients reported nurses rounded hourly

On the Liberty Inpatient Unit  
Resulting in decreased patient satisfaction

Loss of revenue for the hospital



## Literature Review

- Visual cues increase patient satisfaction and comprehension (Van Weert, 2011)
- Visual cues on whiteboards empower communication between nurses and patients (O'Brien, 2015)
- Patients grade hospitals on their perception of care with the HCAPHS survey (CMS.gov, 2017)
- CMS reimburses hospitals 25% based on the patient care-giver experience (Medicare.gov, 2018)

## Patients Perception



### Factors that Influence Patient Perception

- Patients arrive from PACU emerging from a haze of anesthesia
- Patients are given opioids for pain which can alter perception (Benjamin, 2008)
- Post-operative cognitive dysfunction (POCD) that effects memory has been linked especially to the elderly, after surgery (Krenck, 2014)

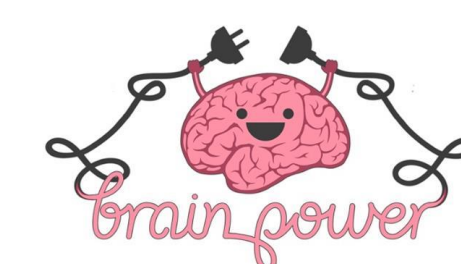


## The Reality

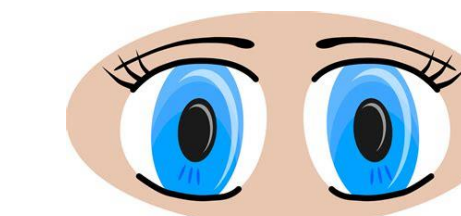


### Hourly Rounding and Visual Cues

- Hourly rounding is evidenced based practice that increases patient satisfaction with their perception of care (Bragg, 2016)
- Visual cues increase patient comprehension (Van Weert, 2011)
- Visual cues are important to older adults for data retention (Van Weert, 2011)



## Methods: Small Test Of Change



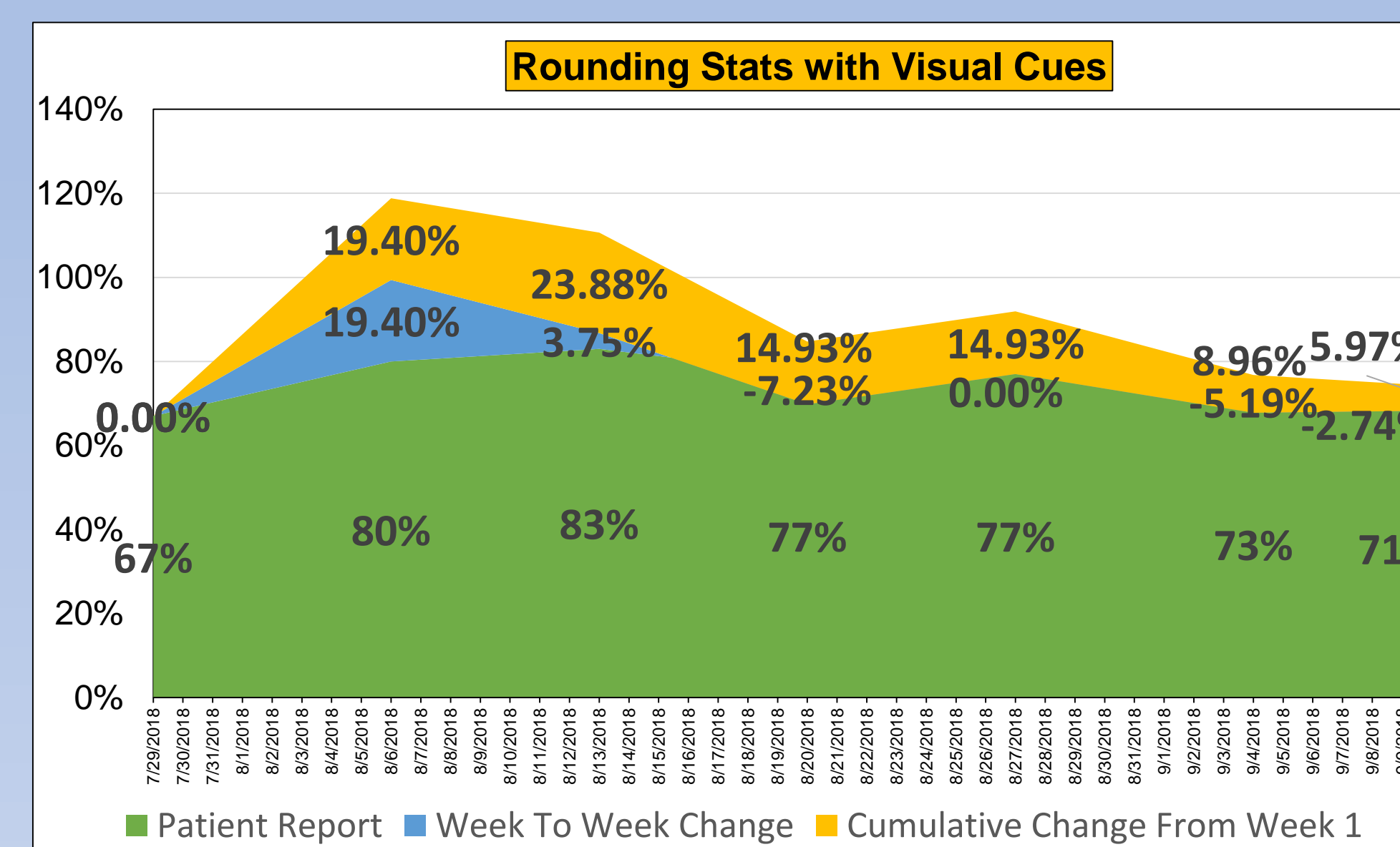
Memory is enhanced by visual cues (Peregrin, 2010) Memory is increased by repetition (Souza, 2015)

- Four nurses on the Liberty Inpatient Unit wrote a numerical visual cue at the top of the patients whiteboards, when they rounded for 6 weeks on 35 orthopedic patients coming from PACU
- The nurses wrote 7" for 7 :00 am, 8" for am and continued until 7 pm
- The numbers were then erased and the process started again with night shift
- Results were measured by the Inpatient Press Ganey indicator response scores on 17 patient responses



## Results

- The first 2 weeks visual cues were paired with HR the scores increased 23.88%
- The last 4 weeks visual cues were used inconsistently with HR the scores fell 71.9%



Date	Patient Report	Week To Week Change	Cumulative Change From Week 1
7/29/2018	67%	0.00%	0.00%
8/6/2018	80%	19.40%	19.40%
8/13/2018	83%	3.75%	23.88%
8/20/2018	77%	-7.23%	14.93%
8/27/2018	77%	0.00%	14.93%
9/4/2018	73%	-5.19%	8.96%
9/10/2018	71%	-2.74%	5.97%

## Challenges to Expansion of Project

- Education: Will need staff to be educated on the evidence prior to project expansion
- Buy-in: Will need staff input before project expansion
- Consistency: Will need staff to hold each other accountable for the initiative
- Cultivation of Change: Will need to monitor change effectiveness over many months, regularly share results with staff, be open to other changes and celebrate successes

## Outcome and Conclusion

- Visual cues paired with HR increased Inpatient Press Ganey indicator scores 23.88%
- 6-month HR average was 69% with no visual cues
- 2-week HR average with visual cues and verbal reminders escalated to 83%
- 6-week HR average with visual cues sometimes paired with verbal reminders resulted in an increase of 5.97% over base line score of 69%
- There is a positive correlation between adding visual cues to HR demonstrating the value of the initiative change

## Implications for Practice

- Every 1.6% point increase on the HCAPHS Responsiveness Domain results in an additional \$12,650 hospital reimbursement (TCH Data Management estimate) under the Value Based Purchasing Program (VBP)
- TCH FY18 and FY19 score have stagnated at 71% or 4/10 VBP points (Ohio Hospital Association, 2018)
- The hospital can earn an additional \$75,900 of revenue by increasing 6 VBP points

\$\$\$ SHOW ME THE MONEY \$\$\$

	POINTS	\$ IMPACT	\$ INCREASE
Currently	4	\$10,600.00	\$0.00
	5	\$23,200.00	\$12,600.00
	6	\$35,900.00	\$12,700.00
	7	\$48,500.00	\$12,600.00
	8	\$61,200.00	\$12,700.00
	9	\$73,800.00	\$12,600.00
	10	\$86,500.00	\$12,700.00
Difference Point Value	6	\$75,900.00	\$12,650.00

