

Best Practices for Hourly Rounding Positive Outcomes

Ask These Questions

- How are you feeling today/this evening?
- Is there anything that I can do for you to make you more comfortable?

Or

- I want to make sure you are comfortable. Is there anything you need before I leave?
- Have you been in the Hospital before? If the answer is yes, ask them how their experience has been with the team thus far. (Often, they will give you insight at this time if they are unhappy, so you will have the opportunity for service recovery.)
- Is there anything I can get for you or go over with you to ease your anxiety?



Other Tips

- Please make sure you introduce yourself to the family and/or visitors when you walk into the room. If you don't, it appears rude, and they may disengage.
- If the patient or family says they are "fine" or just okay, they are probably not fine 😞.
- Remember to offer holistic care if warranted. This is an RN referral and can make all the difference in helping manage your patient's pain.
- If you feel that a patient or family is upset, let your nurse leaders know so that they can round on them sooner.
- For our geriatric patients, they love warm blankets after cares; offer them prior to leaving.
- Make sure to say goodbye or goodnight prior to leaving and let patients know if you will be back the next day or night.
- Hand off wins to the oncoming shift; this will help them build relationships more quickly with the patient and families.
- Remember to offer help to your team by saying, "What do you need right now to help you get to go on break?"