Rounding With Purpose

Purposeful Rounding

With purposeful rounding, it is possible to help manage a patient/family's expectations and minimize anxiety and fear during their hospitalization.

White Plains Hospital

Decreasing Anxiety

Decrease Anxiety by Checking in:

Hello, my name is _____, I wanted the opportunity to introduce myself to you. I work with patient experience and am here to check in on you to see how you are doing. Are you ok to talk with me for a few minutes?

Meeting Expectations

The best way to determine if we are meeting the patients and families' expectations is by asking them how we are doing.

- ✓ Have we been updating both you and your care partner daily?

- ✓ Do you understand at this point where you are in your diagnosis?

- ✓ Do you understand any new medications you are on?

- ✓ Are there any questions you have that you are waiting for answers?

- ✓ Can I help clarify any information you need explained?

Building Compliance Through Relationships

First impressions go a long way!

First Impressions: AIDET

A (acknowledge): Increases safety

I (introduce): Increases trust

D (duration) & E (explanation): Decreases anxiety and increases compliance

T (thank you): Increases loyalty

Plan of Care

Plan of Care understanding is key. Ask the following questions:

Provider

- Who is your Provider?

- Have they brought in any other Providers to help manage your care?

- Do you feel comfortable with your team in managing expectations?

What do you understand

- Can you tell me at this point what is your plan of care?

- What are the next steps in your care to manage your treatment/diagnosis?

- Are we rounding on you daily?

Care partner involvement

- Has the care team reached out to your care partner to update them and answer any questions?

- Does your care partner understand next steps?

- Has the Care Management team reached out for help-at-home needs?

A Successful Care Transition

As a care team, we must decrease as much variability at the bedside as possible to improve understanding and compliance with patient and families.

Through rounding, teach back validation and an empathetic ear, we can effectively manage concerns and improve patient experience outcomes.