

Patient care fundamentals – intentional rounding



CLINICAL
EXCELLENCE
COMMISSION

CEC Comprehensive Care - Minimising Harm model

Building Blocks for a Safe Ward

Safety Huddles

Post incident huddle
e.g. Post Fall huddle

Purposeful/intentional rounding

Clinical bedside handover

MDT bedside rounds

Transfer of care - clinical
handover

Data intelligence



Hydration and nutrition



Cognitive Impairment



Patient care
fundamentals



'what matters to me'
Engage patient, family, carer in
care planning



Safe and early
mobilisation



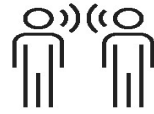
Medication review



End of life care

Building Blocks for a Safe Ward

Underpins healthcare decisions, informs changes and improvement



Clinical Bedside Handover



Every patient, every shift, every day



Safety huddles



Every shift every day (know your greatest risk)



Multidisciplinary Team Rounds



1-2 times a week MDT with patient to ensure a common goal



Use Data intelligence



Intentional Patient Rounding



Hourly to ensure patient care needs are met



Post incident Huddle



As soon as possible after an incident to learn and improve

Patient care fundamentals

*Intentional rounding supports
staff to provide fundamental care*



Patient care fundamentals



- Skin care
- Dental/oral hygiene
- Toileting
- Showering environment
- Pain
- Devices – hearing aids, glasses, cannula, catheter
- Environment conducive to sleep

Intentional rounding supports staff to provide fundamental care

Implementing Intentional Rounding

- Leadership is vital
- Consistent messaging for staff and patients about '*why*' intentional rounding is important
- Improves patient safety and patient satisfaction
- Supports staff in planning and delivering care




Resources

INTENTIONAL PATIENT ROUNDING
INFORMATION FOR CLINICIANS & HEALTH PROFESSIONALS

Intentional Patient Rounding is purposeful hourly communication by a healthcare team member with each patient and/or their carer or family.


Intentional Patient Rounding with purpose:

- Keeps patients and/or their carer or family informed about and involved in their care
- Supports the delivery of safe, quality care
- Regularly evaluates the quality of care delivered
- Creates trust and reduces patient and/or carer or family anxiety by providing clear expectations for each interaction by a known care giver.



It is not an additional attendance to a patient and/or their carer or family on the hour, but is a system of providing holistic care to all patients and/or their carers or families during the course of usual scheduled activities. This means that a planned task such as administering medications or taking observations becomes the opportunity to undertake intentional patient rounding. It enables evaluation of the effectiveness of strategies and plan care in partnership with the patient and/or their carer or family. This ensures awareness of the clinical and personal needs of the patients they are caring for and helps to manage workload proactively. The information gathered during hourly rounding throughout a shift will inform clinical handover information.

Intentional Patient Rounding Behaviours	Expected Results
Use opening key words (greeting: Introduction of self)	Contributes to trust, therapeutic relationship
Ask the patient and/or carer/family what you can do for them	Improve communication and individualised care
Accomplish and document scheduled tasks (planned care, observations etc.)	Contributes to safety, efficiency and delivers on planned care
Assess the following: <ul style="list-style-type: none"> Personal needs Position Patient environment Discomfort Devices Documentation 	Care is provided to meet the individual needs of each patient, which contributes to improved outcomes, quality indicators and reduced risk through activities including: <ul style="list-style-type: none"> Personal cares Analgesic requirements Positioning and comfort Maintaining therapeutic relationships
Update Patient Care Boards as required in consultation with patient/family/carer	Individualised care for patients
Inform the patient and/or family or carer when you will be back	Contributes to therapeutic relationship, provides reassurance, is proactive and improves efficiency
Document the round	Quality and accountability



What Right Looks Like

- Position
- Patient Environment
- Personal Needs
- Discomfort/Pain
- Documentation
- Devices

Hourly patient rounding

Length: 3:32 minutes

Platform: YouTube

Open video in new window

What Right Looks Like

Patient careboards

Length: 2:36 minutes

Platform: YouTube

Open video in new window

Falls Reduction: Hourly Rounding

- Position
- Patient Environment
- Personal Needs
- Discomfort/Pain
- Documentation
- Devices

Falls reduction hourly rounding

Length: 7:54 minutes

Platform: YouTube

Open video in new window

<https://www.cec.health.nsw.gov.au/improve-quality/teamwork-culture-pcc/safety-fundamentals/for-teams/intentional-rounding>