

Leader Rounds on Patients

The following summaries of recent peer-reviewed studies, articles, and resources describe the impact of leader rounds (on patients) on patient experience, patient safety, quality, outcomes, and employee engagement. Citations are linked to full-text articles when available. **[PG]** denotes Press Ganey research.

Study	Objective	Conclusion
<p>[PG] Dempsey, C., Reilly, B., & Buhlman, N. (2014). Improving the patient experience: Real-world strategies for engaging nurses. <i>Journal of Nursing Administration</i>, 44(3), 142-151.</p>	<p>To identify strategies (e.g., senior leader rounds) for engaging nurses and improving patient experience.</p>	<ul style="list-style-type: none"> Senior leader rounds provide a way for patients to access and provide feedback to an organization's C-suite. Senior leader rounds give leaders an opportunity to express their appreciation to the patients who have chosen the hospital for care.
<p>Institute for Innovation (2014). Inspiring Innovation: Patient Report of Nurse Leader Rounding.</p>	<p>To determine the impact of nurse leader rounds on patient experience.</p>	<ul style="list-style-type: none"> Patients who are visited by a nurse leader during their hospital stay are more likely to give top box ratings across all HCAHPS measures. A visit from a nurse leader positively influences the way a patient perceives nursing care in general, as well as the areas of nurse communication, information regarding medication, and preparation for discharge and transition home. Patients perceive responses to concerns and complaints more favorably when they have been visited by a nurse leader during their hospital stay.
<p>Reimer, N., & Herbener, L. (2014). Round and round we go: Rounding strategies to impact exemplary professional practice. <i>Clinical Journal of Oncology Nursing</i>, 18(6), 654-660.</p>	<p>To detail six rounding methodologies (including daily unit manager rounds) and their positive outcomes.</p>	<ul style="list-style-type: none"> Rounds are positively associated with patient experience, employee and physician engagement, and clinical quality indicators. Rounds are associated with decreases in the overall trend for falls, pressure ulcers, and catheter-associated urinary tract infections. Patients who experience rounds perceive attention to personal needs and patient safety more favorably.
<p>Cleveland Clinic (2012). Healthcare Management & Leadership. Retrieved from www.youtube.com.</p>	<p>To describe the benefits of leader rounding on both staff and patients.</p>	<ul style="list-style-type: none"> Leader rounds help the executive team to understand caregiver concerns, get needed resources, remove roadblocks, and solve problems. Leader rounds give leaders the opportunity to speak to patients and families about how well their needs are being met. Leader rounds build trust with patients and families and promote confidence that safe and reliable care is being provided.
<p>Meade, C. M., Kennedy, J., & Kaplan, J. (2010). The</p>	<p>To test the effectiveness of rounds</p>	<ul style="list-style-type: none"> Emergency department rounds are an effective behavioral method to increase patient safety and

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<p>effects of emergency department staff rounding on patient safety and satisfaction. <i>Journal of Emergency Medicine</i>, 38(5), 666-674.</p>	<p>every 30 minutes, rounds every hour, and rounds every hour with an Individualized Patient Care (i.e., patients asked to name their most important expectation for the ED visit).</p>	<p>patient satisfaction.</p> <ul style="list-style-type: none"> ▪ Rounds in the emergency department improve hospital financial performance by reducing the numbers of patients who leave without being seen and leaving against medical advice. ▪ The most effective rounds method was an hourly round with Individualized Patient Care.
<p>Nash, M., Pestruie, J., Geier, P., Sharp, K., Helder, A., & McAlearney, A. S. (2010). Leveraging information technology to drive improvement in patient satisfaction. <i>Journal of Healthcare Quality</i>, 32(5), 30-40.</p>	<p>To investigate how nurse leader rounds and post-discharge calls together can be applied within a data-driven strategy execution model.</p>	<ul style="list-style-type: none"> ▪ Effectively implementing two high-impact tactics (nurse leader rounds and post-discharge phone calls) results in higher levels of patient experience. ▪ Sharing meaningful data with leaders on whether nurse leader rounds and post-discharge phone calls are being executed effectively promotes leader engagement and hardwires accountability for performance improvement. ▪ The quantitative evidence about strategy execution provided by nurse leader rounds and discharge call tracking tools helps maintain efforts to improve patient experience.
<p>Setia, N., & Meade, C. (2009). Bundling the value of discharge telephone calls and leader rounding. <i>Journal of Nursing Administration</i>, 39(3), 138-141.</p>	<p>To discuss how the combination of nurse leader rounds and discharge telephone calls produce positive outcomes in patient experience and quality of care.</p>	<ul style="list-style-type: none"> ▪ Nurse leader rounds improve clinical quality, as well as patient experience and staff engagement. ▪ The combination of nurse leader rounds and discharge phone calls produces improved patient perceptions of overall care. ▪ Implementing nurse leader rounds and discharge phone calls can make the difference in being at the top or bottom of the Press Ganey national inpatient database.