Background: Hourly rounding is hardwired in Day Surgery, despite the lack of documentation found in the medical record. Nurses and patient care assistants alternate rounding on patients on an hourly basis to assess the 5P’s, which are pain, potty, pantry, position, and patient environment. The lack of documentation precludes verification that care was provided, as evidenced by baseline data that indicated only 22% compliance with documentation of hourly rounding.

Objective: The goal of the Day Surgery team was to improve patient satisfaction by consistently performing and documenting hourly rounds in the medical record.

Process of implementation: Two communication boards were developed to improve the consistency of hourly rounding and subsequent documentation; an assignment board in the nurses’ station and a white board in each patient’s room. The assignment board indicated hourly rounds, as well as other key pre-operative elements. The white board indicated the assigned staff members’ names and estimated time of surgery. Not only did we develop and install the two boards, but we conducted monthly team meetings to engage staff in the initiative by reporting on monitoring of documented hourly rounding.

Statement of the successful practice and implications: Monthly compliance rates soared to 78%, 90%, and 99% in the first three months of monitoring. Team work and collaboration can produce significant, achievable outcomes when they become a priority for the team.