Hourly Comfort Rounding (HCR) in the outpatient department was implemented due to the increase of patients and family members approaching the nurse’s station requesting information about their surgery. Many patients and family members were dissatisfied with the manner the information was given to them resulting in patients’ dissatisfaction. Last minute notification regarding OR delays and attending to patients’ needs created an unpleasant atmosphere and did not promote a healthy, healing and positive environment.

Our objectives:
1. to change our practice of how and when patients receive their information,
2. to standardize our rounding practice thereby increasing patient satisfactions and safety, and
3. improve documentation.

Literature review revealed hourly rounding increased patients’ satisfaction, decreased falls, and reduced call lights on inpatients population (Meade, Bursell, & Ketelsen, 2006). However, there are limited studies done on hourly rounding in the outpatient settings.

Barriers on the Hourly Comfort Rounding implementation will be addressed. Strategies on how, when, and who do the HCR will be discussed. It will demonstrate how the four “P’s” were incorporated in HCR.

Since implementation of the practice a year ago, the number of patients and family members inquiries decreased, patients and staff satisfaction increased, and we received positive comments from patients and family members.

Hourly Comfort Rounding transformed the unit practice, changed patient’s perception of their care, provided patients a pleasant hospital experience, decreased anxiety, and created a positive and healing environment.

The staff has agreed to continue to improve and incorporate Hourly Comfort Rounding in their practice with different theme approach.