Patient Rounding = Patient Satisfaction

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Patient satisfaction is a major goal of care delivery in Day Surgery. A patient satisfaction survey revealed unacceptable scores. Patient scores related to a sense of safety, security, and caring were considered as factors contributing to patient dissatisfaction. Process change was implemented to improve satisfaction scores. The Lean process helped in ameliorating patient flow and time efficiency, but there was still a need to attain operational excellence. Patient rounding was implemented as a strategy for improving outcomes. The 4 C’s that were adapted to increase patient and customer satisfaction are Caring, Compassion, Commitment, and Communication. This was based on the institution’s dedication to Faithful Loving Care. A committee was formed to discuss strategies that identified factors and initiatives for increasing patient satisfaction scores. Improving contact with patients by those providing bedside care may serve to enhance patient satisfaction. Patient rounding was identified as a strategy. It was determined that all RN’s and PCA’s will alternate rounding on an hourly basis. Patient satisfaction scores increased from 84% to 100%. Rounding became a part of the culture and integrated into all aspects of perianesthesia nursing care. The unit continues to monitor quarterly satisfaction scores to sustain excellence in patient care.