

Leveraging Technology to Enhance Patient Care:

How Good Samaritan Medical Center
Optimized the Rounding Process





Increased nursing presence leads to better quality of care, which in turn has a positive effect on patient satisfaction scores.²

INTRODUCTION

In today's healthcare landscape, hospitals are increasingly being rated, penalized, and reimbursed according to patients' perspectives on care. Hoping to optimize the patient experience, hospitals have found that a key driver of patient satisfaction is frequent, purposeful engagement with staff during inpatient stays.¹

In a typical hospital setting, rounding is the primary touchpoint between caregivers and the inpatient population. Nurses conduct hourly rounds to assess fundamental components of the hospital visit: pain, position, potty, and placement of environmental items (the 4 P's). Additionally, senior leaders round on patients to gain a firsthand understanding of their experiences and to demonstrate an organization-wide commitment to enhancing care.

Across many facilities, collecting patient information during rounds is the most time consuming-task of a caregiver's day.³ Traditional pen-and-paper rounding is ineffective and inefficient, and prone to inconsistent, illegible, and misplaced information. With already taxing workloads and personnel shortages, hospitals must enhance this process by maximizing the time that frontline staff can spend on patient care activities. Investing in staff time directly links to improved patient outcomes and overall hospital function.

With evolving technologies and reimbursement policies, hospitals are in a unique position to reconsider existing work processes. To thrive in the healthcare environment, hospitals must shift away from paper-based documentation, and invest in more advanced, evidence-based solutions.⁴

In this whitepaper, we will hear from leaders at Good Samaritan Medical Center about how they have enhanced patient care and satisfaction by improving their rounding process.

Profile

Good Samaritan Medical Center
Location: Lafayette, CO
Bed Size: 234
System: SCL Health
Product: Orchid



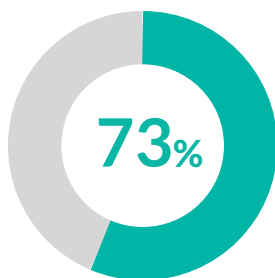
UNDERSTANDING GSMC'S SPECIFIC NEEDS

Good Samaritan Medical Center (GSMC) understood that the challenges of pen-and-paper rounding were keeping care delivery from reaching its fullest potential. Hospital leaders saw an opportunity to improve their rounding process by capitalizing on proven technology.

With paper-based rounding, there was no efficient system in place to share information across departments or immediately alert appropriate team members of patient issues. To ensure patient safety and enhance care coordination, GSMC saw a need to streamline communication during the rounding process.

In addition to sharing information, it was also difficult to analyze trends in patient outcomes or pinpoint opportunities areas. Patient satisfaction and high-quality care were system-wide priorities, and with robust data and in-depth reports from inpatient stays, leadership could deliberately improve care services.

Finally, leadership wanted reports providing insight into staff's rounding activity in addition to patient-level reports. The hope was that access to this information would encourage greater rounding involvement at all levels of the hospital, from nurses to executives. Frontline caregivers would feel more accountable for completing rounds, and senior leaders could offer positive reinforcement and support to staff when appropriate.



On average, nurses spend 73% of the day on documentation, administration, and care coordination, and only 27% of the day on direct patient care and assessment.⁵

RECOGNIZING THE NEED FOR CHANGE

Natalia Garza, Account Strategist at CipherHealth, spoke with Catherine Davis, Clinical Manager of Telemetry 1, and Tammie Bendt, Clinical Manager of Surg 2, about the past and current rounding processes at GSMC to uncover the best practices for achieving system-wide goals.



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What was the rounding process like at Good Samaritan prior to Orchid?

Catherine - From my recollection, it was pretty disjointed. We were relying on two methods running parallel, a computerized tool and also paper-based rounding. With this system, pulling together meaningful data was our biggest hardship. Because we didn't have easy access to reports, it was tough to identify trends in patient responses or track our progress. Also, with pen-and-paper rounding, pages would go missing, and there was less accountability to complete the forms. We knew that we needed a more efficient and streamlined process.

What prompted the hospital's decision to switch from pen and paper to digital rounding?

Catherine - Our country was more focused on the patient experience. To align with that shift, we had to produce data that was going to shed light on how the organization was currently performing, and data that we could use to make improvements going forward. We certainly were not getting that robust information from our previous rounding system. We were also motivated to switch to digital rounding to help us improve our HCAHPS scores.

BENEFITS OF DIGITAL ROUNDING

- ✔ Standardized Questions
- ✔ Streamlined Communication between Staff Members
- ✔ Robust Reporting
- ✔ Accountability to Complete Rounds
- ✔ Increased Visibility into Rounding Activity
- ✔ Quick Issue Resolution

Pinpointed Goals for Rounding

1. Improved Communication
2. Real-Time Data Reports
3. Greater Accountability Among Staff

INTRODUCING A DIGITAL SOLUTION

GSMC delineated three goals for rounding: improved communication across departments, access to real-time data reports, and greater accountability among staff. With these objectives in mind, the hospital implemented Orchid, CipherHealth's digital rounding solution, for hourly and leader rounds in December 2014. Working with the CipherHealth team, GSMC staff customized rounding scripts to meet department-specific needs. After onsite training with CipherHealth, GSMC held additional sessions to help staff become comfortable with the new technology.

Can you describe the process of integrating Orchid into your existing workflow? How did staff respond to adopting the new technology?

Tammie - Orchid is a very easy tool to understand and navigate. It takes seconds to input all of the data that you collect during rounds, and the format of the questions is terrific. During rounds, I want to have a tool in my back pocket to help capture what I'm doing, but I don't want that tool to be my primary focus. I always want my focus to be connecting with the patient.

How did digital rounding meet your organization's specific needs and what features did you find most useful?

Catherine - Our organization is quite large. Making sure that everybody, at all levels of the hospital, was engaged in the cultural shift meant that the tool needed to be user-friendly. Something that I find especially useful with Orchid is that reports can be broken down by department or by specific issues. Also, with the alerting feature, when we come across something during rounds that requires intervention we can quickly notify appropriate care teams to resolve that issue.

ORCHID WORKFLOW



1. Patient Seen



2. Patient Rounding



3. Issue Resolution



4. Executive Reporting

Key Opportunity Areas

- Medication
- Care Board
- Pain Management
- Bedside Shift Report
- Hourly Rounding

OUTCOMES AFTER IMPLEMENTATION

Since deploying Orchid, GSMC staff has been able to round on a larger volume of patients, and has identified nearly 4,000 opportunity areas. Having a deeper understanding of the inpatient experience has allowed leadership to make deliberate improvements to workflows and care delivery. These achievements prompted GSMC to expand Orchid across three additional units in February 2015.

What changes have you seen to workflow and staff satisfaction at GSMC?

Catherine - As a leader, a tremendous benefit of Orchid is the fact that you can praise staff members for good work and hold individual team members accountable. One of our weekly reports tells us who is completing the rounds and how many patients each staff member is rounding on. We see which team members are struggling, connect with them, and see what support they need. The reports are not meant to be punitive, and in the long run, they benefit the entire team.

Have you seen an increase in the number of rounds performed? If so, what do you believe influenced that increase in engagement?

Catherine - Yes, we've certainly seen an increase in staff engagement with rounding. I think this increase is mainly because we can produce information that validates the benefits of rounding, and we share that information with our staff. We receive patient feedback scores on a regular basis, and we can compare our scores before and after rounding. Our data confirms that our patients want, and appreciate, engagement.

"We receive patient feedback scores on a regular basis, and we can compare our scores before and after rounding. Our data confirms that our patients want, and appreciate, engagement."

A CULTURE CENTERED ON ROUNDING:

10,373
Rounds
Completed

5,841
Patients
Rounded On

3,959
Opportunity
Areas Identified



“We want to make sure that everyone sees the value in our rounding process, and can interpret reports in a way that will improve our efforts across the organization.”

MOVING FORWARD

Implementing a digital solution is just one of several ways that GSMC has demonstrated a commitment to consistent rounding. Elizabeth (Libbey) Smith, Manager of the Patient Experience, strives to build a culture centered on patient engagement at all levels of the organization. As part of a broader rounding campaign, she spearheaded a hospital fair, bringing together staff and patients to showcase organization-wide rounding efforts and achievements. Additionally, Smith led an initiative for a designated two-hour rounding window each morning.

Can you talk about the impact of having a designated time for rounding?

Libbey - We are very proud that our senior team was so vocal and involved in carving out what we call “protected time” from 10:00 am-12:00 pm. During this time, the entire organization focuses on patient rounds. Having this two-hour window is a way of acknowledging how busy our caregivers are and supporting them to complete their work, while ensuring that we capture meaningful data from rounds each day.

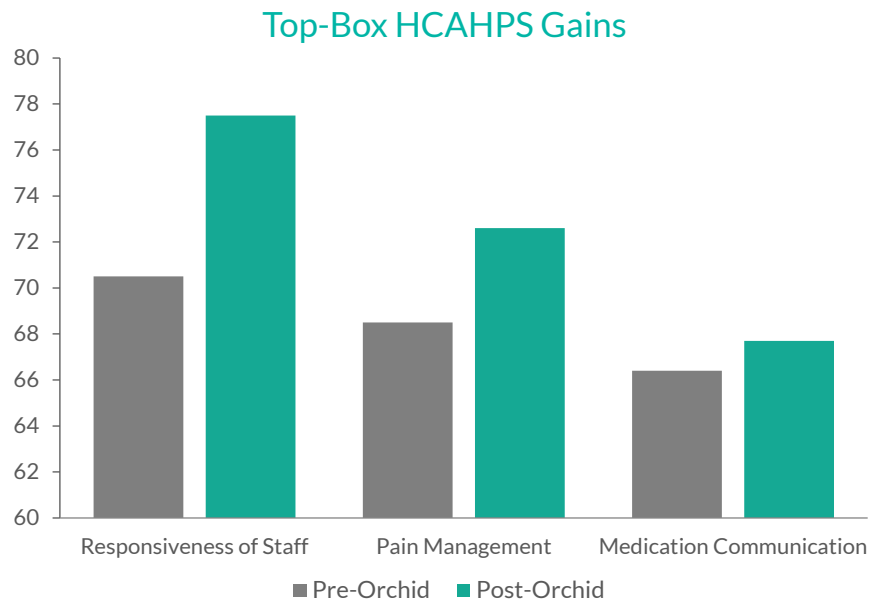
What are your goals for Orchid moving forward?

Libbey - Orchid itself is entering a second phase. We are working to generate alerts to our ancillary departments, and we plan to move into the environmental services department and food nutrition services. We want to identify alert-worthy situations in these departments for prompt issue resolution. Starting in November, that process will begin with some vigor. Moving forward, we want to make sure that everyone sees the value in our rounding process, and can interpret reports in a way that will improve our efforts across the organization.

10% Increase in Responsiveness of Staff

6% Increase in Pain Management

2% Increase in Medication Communication





For More Information

- Digital Rounding Overview
- Case Study: Improve HCAHPS with Digital Rounding
- Case Study: Increase Staff Efficiency with Digital Rounding
- Request a Demo

CONCLUSION

To guarantee positive experiences for all patients, staff on the frontlines must be well-equipped for rounding in the demanding, high-volume hospital environment. If staff are unable to round reliably on the entire patient population, the organization misses out on valuable data to uncover opportunities and strengthen care services.

Since implementing Orchid, GSMC has seen greater consistency, efficiency, and reliability in the rounding process. With a larger pool of data from inpatient stays, leaders have developed systematic action plans to enhance patient and staff satisfaction. For GSMC, investing in a digital rounding solution has helped demonstrate an organization-wide commitment to excellent care, ensure patients that their voices are being heard, and provide high-quality patient experiences.



For more information on how Orchid improves the patient experience, visit www.cipherhealth.com

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ABOUT CIPHERHEALTH

CipherHealth is a New York City-based company founded in 2009 focused on creating solutions that help care providers effectively and efficiently to provide quality care for their patients. CipherHealth leverages technology to make communication between care providers and patients easier, engaging, and more meaningful.

ABOUT GOOD SAMARITAN MEDICAL CENTER

Good Samaritan Medical Center, part of SCL Health, is a community-based, acute-care hospital in Lafayette, Colorado. Premier services at GSMC include Level II Trauma, the Good Samaritan Medical Center | Cancer Centers of Colorado, a heart and neurovascular center, a Primary Stroke Center, the Center for Integrative Medicine, a birthing center, and emergency services.



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