

## Patient Experience Pre-Round & Nurse Leader Rounding Commitment to Excellence ALWAYS

We would like to reset the expectations on Patient Experience Nurse Leader pre-rounds and the round itself. Nurse Leader rounding begin at \_\_\_\_\_ every day. By \_\_\_\_\_ you should have already updated your white boards and sat with your patient for at least 1 minute to develop a personal connection along with developing and communicating goals and the plans of the day during bedside shift report.

### What you can expect a Nurse Leader to ask you at pre-rounds to help personalize their Nurse Leader rounds:

- **Recite 2x2s by the full question:**
  1. *How often did nurses explain in a way you can understand?*
  2. *How often did nurses listen carefully to you?*
- **How are you incorporating 2x2s into bedside shift report?**
- **Patient's preferred name or any family currently present in the room**
- **Personal connection RN made with patient?**
- **Communication board updated**
- **Service recovery required since admission?**

**Once a Nurse Leader has gathered this information, we go to the bedside to validate with the patient these things are happening.**

### Nurse Leaders will ask the following to the patient/family:

1. *"It is important to us and to you and your family that we keep you updated and informed about your care. What have your nurses explained to you about your goals and plan of care during bedside shift report? What about this board has been most helpful to you and your family to keep you informed?"*
2. *"One of our focuses on this unit is to include the patient in Bedside Shift Report so each patient participates in establishing the goals for the day. It is important to us that you have input into your plan of care. I see you have several goals listed on your communication board. Can you tell me what you and your nurse discussed about these goals during Bedside Shift Report?"*

### While in the room the Nurse Leader will observe the following:

- **Is communication board up-to-date?**
  - *(Date, Room Number, Nurse Name, Nurse Phone #, Tech Name, Tech Phone #, Physician Name, Comfort/Pain Goal, Pain meds last/next dose, Plan of care/goals)*
- **Is environment neat and clean?**
  - *(Bathroom, Bathroom Shower, Bathroom Toilet, Ceiling, Clutter, Floor Linens, Meal Tray, Trash emptied, Floor clear of trash, Other)*
- **Are all items within patient reach?**
  - *(call light, bedside table, phone)*

After the round you can expect the Nurse Leader to provide you with feedback and STAR coaching required based on the Nurse Leader rounding findings. Please be prepared for any Nurse Leader to stop by and pre round with you and round on your patients. Thank you for providing excellent nursing care along with an excellent patient experience.

I commit to excellence ALWAYS and will enforce these behaviors in my every day practice, every patient, every action, every time:

\_\_\_\_\_ (sign here) \_\_\_\_\_ (print here)