

# 5 Benefits to Implementing a Rounding Solution



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# 1

## Improved Communication

It has been proven that rounding positively impacts communication between nurses, physicians, and patients. Communication is an important measure of patient satisfaction. In fact, research indicates that patient satisfaction increases by 6% with improved physician communication.

### What gets communicated?

- Instructions including admittance & discharge instructions
- An education of medication side-effects
- A better understanding of patient concerns
- Patient needs
- Areas that require improvement



DID YOU KNOW THAT WITH  
SENTACT, ORGANIZATIONS  
EXPERIENCE A 20% REDUCTION IN  
PATIENT COMPLAINTS?

# 2

## Culture of Safety

Rounding, especially purposeful rounding, promotes a culture of safety. It enforces a safe work environment, checks all equipment, responds to needs, offers patient assistance. With this culture of safety, a healthcare organization also benefits from a reduction in patient falls, infections, and pressure ulcers – all demonstrating a focus on patient safety.

### **Rounding:**

- Eliminates and/or reduces behavior processes that could result in harm
- Provides a focus on patient safety
- Identifies issues / deficiencies before they develop into safety events
- Demonstrates a commitment to change



SENTACT AUTOMATICALLY ASSIGNS ISSUES FOUND DURING THE ROUNDING PROCESS TO HELP IDENTIFY AREAS THAT NEED CORRECTION EARLY ON TO IMPROVE SAFETY.

# 3

## Patient Satisfaction Scores

Purposeful Rounding has proven effective to increase the number of satisfied patients and to improve the patient experience. With a “pro-active, systematic, nurse-driven, evidence-based” approach patients feel understood and that the hospital is really listening to and cares about them as a patient. By completing rounding consistently caregivers emphasize the patient experience and drive patient satisfaction strategies.

Adoption of the purposeful rounding process and the improvements that develop from this process will allow your healthcare organization to increase both employee and patient satisfaction as well as the overall organization HCAHPS scores.



ROUNDING SOLUTIONS HELP  
IMPROVE PATIENT SATISFACTION  
SCORES BY 12%

# 4

## Happy Employees

When healthcare organizations complete employee satisfaction rounds, leadership has a greater understanding of the concerns of the caregiver team and can take the appropriate corrective action improving employee satisfaction.

### **Executive Rounds help uncover:**

- Areas for improvement
- Job skills/training needed on the floor
- Concerns related to patient care

Rounds do not only address issues or deficiencies. They also promote communication and transparency within the team ensuring all team members are on the same page. Regardless of the message, transparency reduces stress and negativity within your caregiver team.

**ROUNDING IS THE SINGLE MOST  
EFFECTIVE TOOL TO MAKE  
EMPLOYEES FEEL APPRECIATED  
AND HEARD.**



# 5

## Determine Focus Areas for Improvement

Inevitably deficiencies or issues are discovered during the rounding process. A robust rounding tool will allow an organization to not only correct the issues as they occur but also helps an organization track data so that processes for continuous improvement can be created. Taking a proactive approach reduces the likelihood of experiencing adverse events.

Reports can help identify the most deficient departments so leaders can identify in-service opportunities or training opportunities. By putting these simple steps into place, your healthcare organization can round to determine focus areas for improvement which positively impacts safety, HCAHPS, and overall compliance.



SENTACT ALLOWS DEFICIENCIES TO BE IDENTIFIED, ASSIGNED, & TRACKED IN REAL-TIME. OUR AUTOMATED WORKFLOW ALLOWS AN ORGANIZATION TO OPTIMIZE RESOURCES, INCREASE EFFICIENCIES, & CLOSE THE LOOP ENSURING AREAS OF IMPROVEMENT ARE ADDRESSED & A CYCLE OF CONTINUOUS IMPROVEMENT HAS BEEN IMPLEMENTED.

# SENTACT

The Sentact team includes healthcare leaders, technology and process experts experienced in healthcare operations. Our fully integrated, cloud-based platform is the backbone of healthcare operations and creates a single point of contact for your Safety & Compliance, Support Services, and Patient Experience needs.



## **Safety & Compliance**

Improve the quality of care by targeting, identifying, and tracking issues to proactively resolve them.

## **Patient Experience**

Embrace the patient voice, respond to their needs, and continuously improve their experience.

## **Support Services**

The power to coordinate staff, assets, and supplies to automate the logistics of care in real-time.

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