

Improve Patient Satisfaction Through Employee Rounding

*Tracking & Improving Employee
Satisfaction Scores*



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CHAPTER ONE

Overview



Overview

Understanding the Impact of Employee Satisfaction

The healthcare industry is a very competitive environment with each hospital trying to market itself on the high quality of care, safety, and the patient experience. Staff including doctors, nurses, and administrative personnel all have a direct impact on patient satisfaction. It has been proven that happy, satisfied employees:

- Positively impact patient satisfaction
- Remain longer in service at the hospital network
- Contribute to the bottom line

However, creating and maintaining a satisfying work environment can be a challenge. **Did you know that reducing employee turnover by just 1% translates to a substantial savings to any healthcare facility?**

Using a **rounding** application to monitor and track employee satisfaction can provide great insights into areas that are causing dissatisfaction as well as areas of highest satisfaction.



CHAPTER TWO

Rounding and Communication



Rounding

And Communication

Rounding elevates the level of communication within a hospital leading to a higher rate of satisfaction. Using the data collected during patient safety and quality **rounds**, leaders can easily determine the disciplines that need correction or improvement, communicate these quality measures to the team, and provide the resources necessary to promote improvement.

In addition, hospitals should develop a strategy around their **rounding** efforts to include:

- Consistent communication on changes in patient status
- Escalation process for patient issues
- Team huddles during each shift and shift change

By creating a **rounding** program focused on Employee Satisfaction, hospitals engage in conversations that may not have otherwise occurred. These conversations provide the opportunity to share corporate messaging at a personal level as management with the staff.



CHAPTER THREE

***Rounding
and Employee
Engagement***



Rounding

And Employee Engagement

Employees that are committed and engaged are critical to improving patient satisfaction and quality. Employee engagement occurs over time so creating consistent **rounds**, tracking data, and analyzing performance regularly can provide a healthcare organization with the conditions that create the most desirable outcomes.

Consider including the following questions on Employee Satisfaction

Rounds:

- Do you have the necessary resources to do your job?
- Do you understand and can you contribute to the greater overall mission of the organization?
- Do you feel like your colleagues are committed to the success of the organization?
- Do you feel like the organization gives you the opportunity to learn and grow?

Responses help an organization determine if employees are in the right role and if they have the tools to deliver quality services to your patient.



CHAPTER FOUR

*Rounding
and Accountability*




Rounding

And Accountability

Accountability is not always reprimanding an employee or team member for an adverse event. According to the HPOE (Hospitals in Pursuit of Excellence) accountability can also be defined as ensuring **“each team member, clinical, or non-clinical, has an understanding of what their role is in creating an ideal experience for patients and should be provided with the appropriate tools and training to support their work”**.

Healthcare organizations can use a rounding solution to ensure accountability is present within a particular department. If necessary, a hospital should use the data to take corrective action involving additional training and/or the purchase of additional resources.



Rounding leads to an
increase of positive
comments by

50%



CHAPTER FIVE

Summary





Employee dissatisfaction not only has an impact on patient safety but also on the bottom line. Medicaid, Medicare, HMO's, as well as insurance companies have a stake in ensuring employees are happy. These agencies have drawn a direct correlation from employee satisfaction to patient satisfaction as well as patient safety.

“ Using SentactRounding we have improved customer satisfaction scores by 13%. ”

Interested in Improving Your Satisfaction Rates

Maintaining an organization with satisfied employees can be an easy task with the proper tools in place. Using **SentactRounding**, hospitals can take advantage of a comprehensive rounding platform designed to help track and improve both employee and patient satisfaction.

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