

The Power of Innovation

A health care system to meet our needs
NSW Health
 Symposium Oct 2012

Hourly Rounding and the 5P's Category 9: Clinical Excellence Commission (CEC) Award for Improvement in Patient Safety

Introduction

Hourly Rounding and the 5P's is a coordinated approach to care designed to meet the needs of patients and their carers and improve access to timely, quality and safe healthcare. Hourly Rounding also improves the identification of risk within the clinical setting and allows intervention, reducing risk and improving safety.

Aim

To improve detection of the deteriorating patient, patient satisfaction, reduce rates of inpatient falls, pressure injuries, medication errors, call bells and patient anxiety and complaints through hourly review of, and hourly dialogue with patients, asking the 5P's:

- Pain** Adequately controlled?
- Position** Comfort/Care
- Possessions**
- Pan** Assistance required?
- Plugs** Equipment safety

Method

- Patient stories and Patient experience Trackers were used to gain baseline information on patient satisfaction.
- 2009 NSW Patient Survey results indicated areas where Canterbury Hospital required improvement.
- A committee was formed to drive, monitor and manage implementation, promote change and ensure sustainability.
- Education sessions for staff identified present results, planned change and expected outcomes.
- Baseline data was collected including 24 hour snapshot of call bell usage.
- Champions in each area were identified to help role model the expected behaviours.

Results

Hourly Rounding was implemented progressively with all clinical areas underway by August 2011.

For the past year, monthly review of incidents (IIM's) demonstrated an improvement in falls rates of 15% over the past 12 months.

The Pressure Ulcer Point Prevalence Survey indicates an overall point prevalence reduction of 40%, placing us well below national average and a 30% reduction in hospital acquired point prevalence.

Numbers of compliments received by the hospital have increased by 10% over the past 12 months.

An audit of call bells revealed a 40% decrease in calls over the course of a 24 hour period.

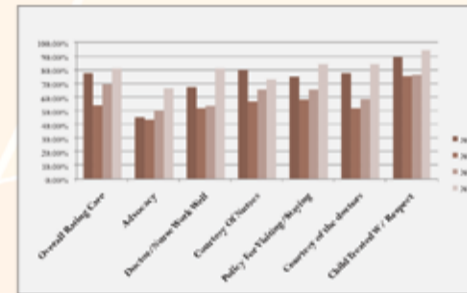
Conclusion

Hourly Rounding has resulted in increased patient safety and satisfaction in all clinical areas.

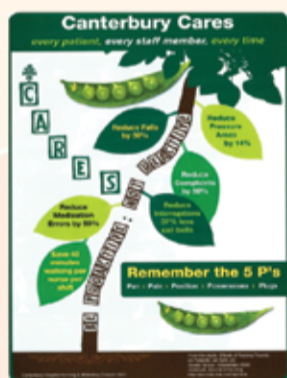
Nursing and Midwifery staff are well engaged with the process, with the majority citing that it has increased their job satisfaction.

Hourly Rounding drives nursing to the bedside so that nurses can be proactive rather than reactive in respect to workflow.

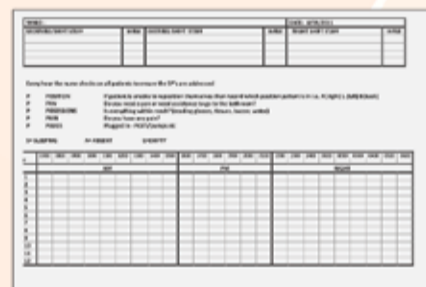
Strategically placed, Hourly Rounding logs are a documented evidence for patients and their families, communicating our commitment to the provision of safe care by checking hourly ensuring patient needs are met.



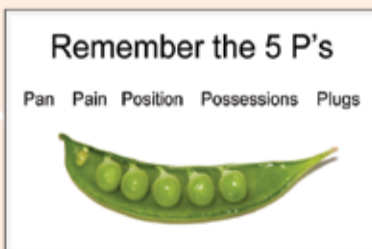
Graph detailing improvement in 2010 following implementation of Hourly Rounding on the Paediatric Ward



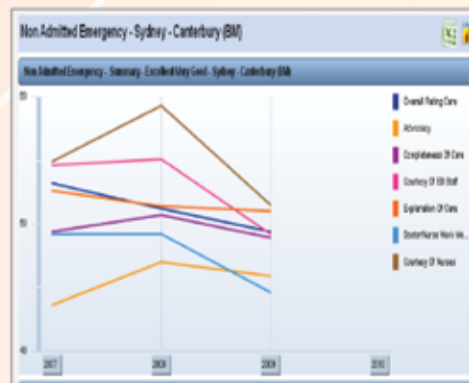
Posters developed to promote the 5P's strategy were placed in all clinical areas detailing the staff and patient benefits of attending Hourly Rounding



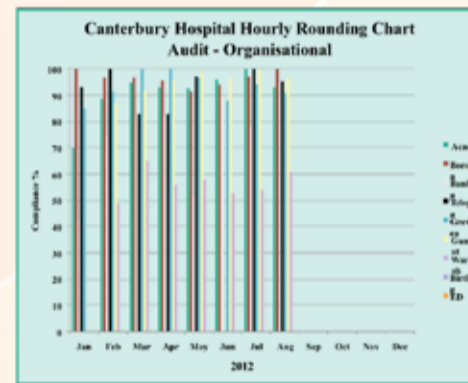
An Hourly Rounding log was developed and displayed outside patient room for staff to document rounding activity and assist in monitoring progress.



Bedside Peapod Poster promotion assisted staff to recall the 5P's to ask when attending Hourly Rounding



Results from the 2009 NSW Patient Satisfaction Survey indicated declining satisfaction in the ED and all wards in the areas of overall care, courtesy and advocacy.



Monthly results of Hourly Rounding audit indicate some areas doing extremely well, whilst other areas remain to achieve 95% compliance rate and require ongoing support. And encouragement



Canterbury staff promoting the 5P's at the Work Health Safety Promotional Day celebrations. Pea pens, sweet pea plants and information was distributed to all nursing and midwifery staff.

Acknowledgements

- Ann Kelly, General Manager
- Doreen Pawley, Quality Manager (resigned)
- All Nursing and Midwifery staff