The purpose of implementing the Commit to Sit initiative was to positively affect patients’ perception of nurse communication by nurses sitting with their patients during each shift.

The goal was to improve patient experience and satisfaction.

**PICOT QUESTION:**
- **Population:** Nurses on an inpatient medical/surgical unit
- **Intervention:** Sit with their patients for five minutes at least once during their shift.
- **Comparison:** Nurses who do not take the time to sit with their patients.
- **Outcome:** Patient experience scores for question “Do nurse listen carefully to you?”
- **Time:** March-July 2021.

**Search Strategy**
- Keywords searched and used in literature
  - Patient Experience
  - Nurses listen
  - Communication

**Background**
- Patient experience scores related to the question “Do nurses listen carefully to you?” was in the 37th percentile in March 2021
- Patients receive information from multiple caregivers, which leads to confusion and feelings of being overwhelmed.
- Literature supports the positive impact sitting with patients can have on their perception of compassion and how they feel listened to.

**Objective**
- The purpose of implementing the Commit to Sit initiative was to positively affect patients’ perception of nurse communication by nurses sitting with their patients during each shift.
- The goal was to improve patient experience and satisfaction.

**Synthesis of Evidence**
- Duffy’s Quality Caring Model suggests that developing relationships with patients improves patient experience.
- Nurses constitute most health-related interactions with patients.
- Purposeful and meaningful interactions between patients & caregivers can positively influence a patient’s health experience and information perception, leading to information retention, information adherence, and a positive hospital experience.

**Implementation Plan**
- **Team/Stakeholders:** Nurses on the unit, Unit Manager, Patient Experience Representatives, Patient Experience Team created in January 2021.
- **Method:** Iowa Model
  - Staff education discussed at a staff meeting in March 2021 focusing on implementing initiative.
- **Patient experience scores were used to evaluate outcomes.
- **Participation was measured through Clinical Leader Rounding with patients.

**Results**
- **Commit to Sit Participation**
  - **Month:** May 2020, May 2021, June 2021, July 2021
  - **Percentage:** 64%, 69%, 77%, 57%, 57%, 78%, 48%, 63%

**Outcomes**
- **Patient experience scores specific to the question “Do nurses listen carefully to you?” went from 37th percentile in March 2021 to 77th percentile in June 2021.**
- **Nursing staff participation in the “commit to sit” initiative was tracked using clinical leader rounding and averaged 61% of clinical nurses implementing the practice change.**
- **Limitations include:**
  - Nurses floating to the unit & unaware of initiative.
  - Nurses were informed of the initiative but did not always find time in their shift to sit with their patients.
  - Patient perception of the different roles in a hospital - doctor vs nurse vs nursing assistant, etc.

**Implications for Practice**
- Nurses responded and implemented the change to practice motivated by incentives for continuing “Commit to Sit.”
- Sitting with patients not only helped improve the patient experience scores but also helped to continue to develop relationship-centered professional encounters to make patients feel cared for.
- Opportunity to expand initiative to other units.

**References**

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