

It Takes Two: Embracing an Organizational Culture of Interdisciplinary Bedside Rounding to Enhance Patient Experience

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 Patient Experience
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Background

Interdisciplinary bedside rounds involved the care team, patients, and families working together to improve communication. Advocate Lutheran General Hospital (ALGH) lacked a standardized, interdisciplinary approach toward communicating effectively at the bedside, which impacted patient experience and team collaboration. The “It Takes Two” initiative first implemented at a sister AAH site, echoed the principles of current literature that interdisciplinary rounding at the bedside enhances communication and patient experience.

Local Problem

ALGH nurses, physicians, and leaders identified a need to improve patient experience and physician/nurse collaboration at the bedside. Patient experience scores and comments identified that nurses and physicians were not communicating effectively. “It Takes Two” bedside collaborative rounds were implemented for all medical surgical inpatient units.

- The goal was to address the question, does interdisciplinary bedside rounding improve patient experience?

Methods

- Sample and Setting:** All inpatient medical-surgical units at a large teaching hospital
- Intervention:** Education and expectations were distributed to nursing leaders, physicians, and frontline team members from participating units through huddles and departmental meetings. “It Takes Two” signage, auditing tools, and recommendations were established to facilitate ease of coordination and compliance.

Methods

- Methods of Evaluation:** Nurse leaders collected rounding compliance and reported results at weekly huddle. The patient experience manager tracked rounding compliance and the patient experience scores which are calculated from Hospital Consumer Assessment surveys (HCAHPS) returned monthly.
- Analysis:** Patient experience scores and interdisciplinary rounding compliance percentages were reviewed at physician and nurse leadership meetings and tracked over a six-month period from September 2021 to April 2022.

Results

From September 2021 to April 2022, patients receiving daily nurse-physician bedside rounds increased from 39% to 66%. The overall patient experience score improved from 18 to 77. Reports from weekly huddles, leader rounding, and the monthly physician/nurse engagement committee indicated that “It Takes Two” was perceived positively, leading to improved trust, increased collaboration, and enhanced clinical communications.

LGH Patient Experience

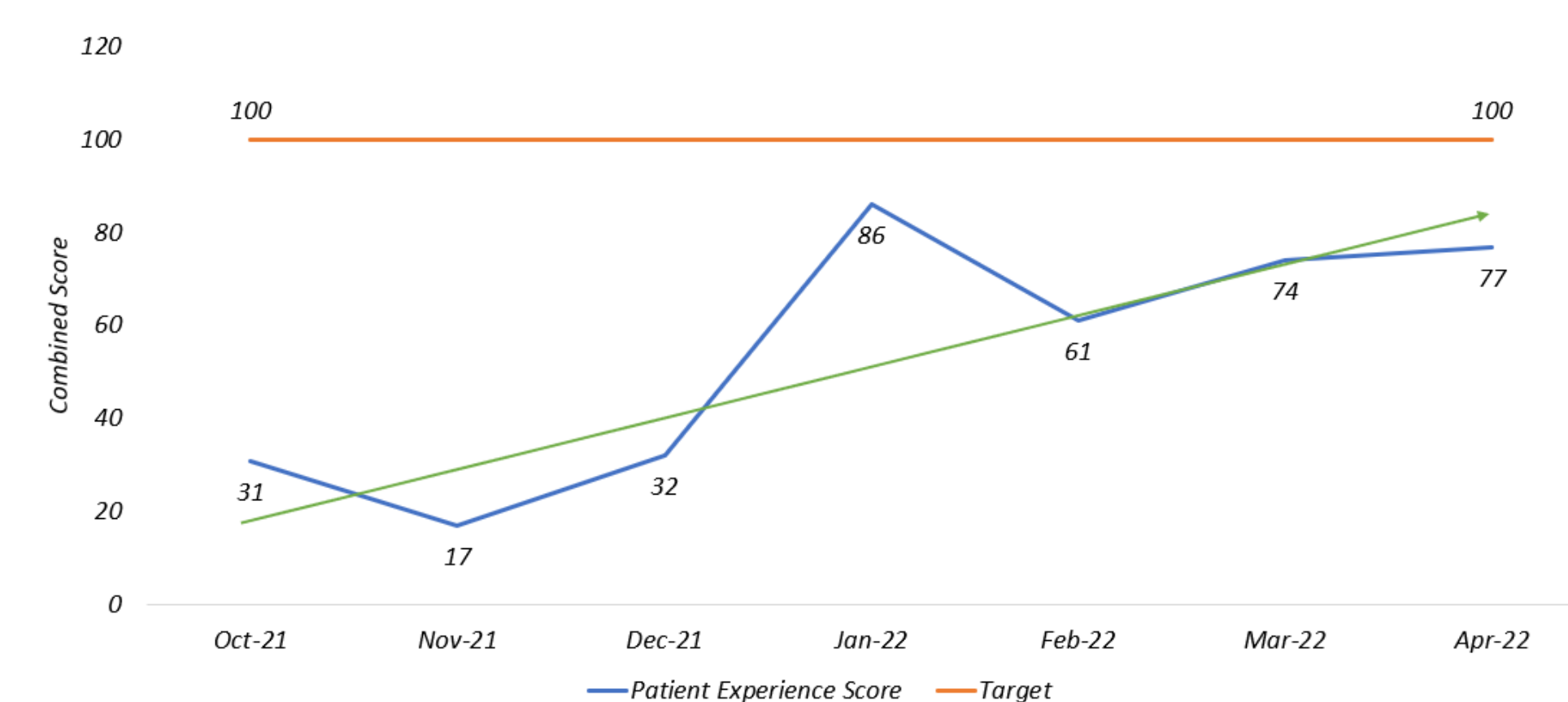


Figure 1. Graph of Interdisciplinary Rounding Compliance percentages and Patient Experience Score from September 2021 to April 2022



Figure 2. Provider education utilized to enhance provider engagement.

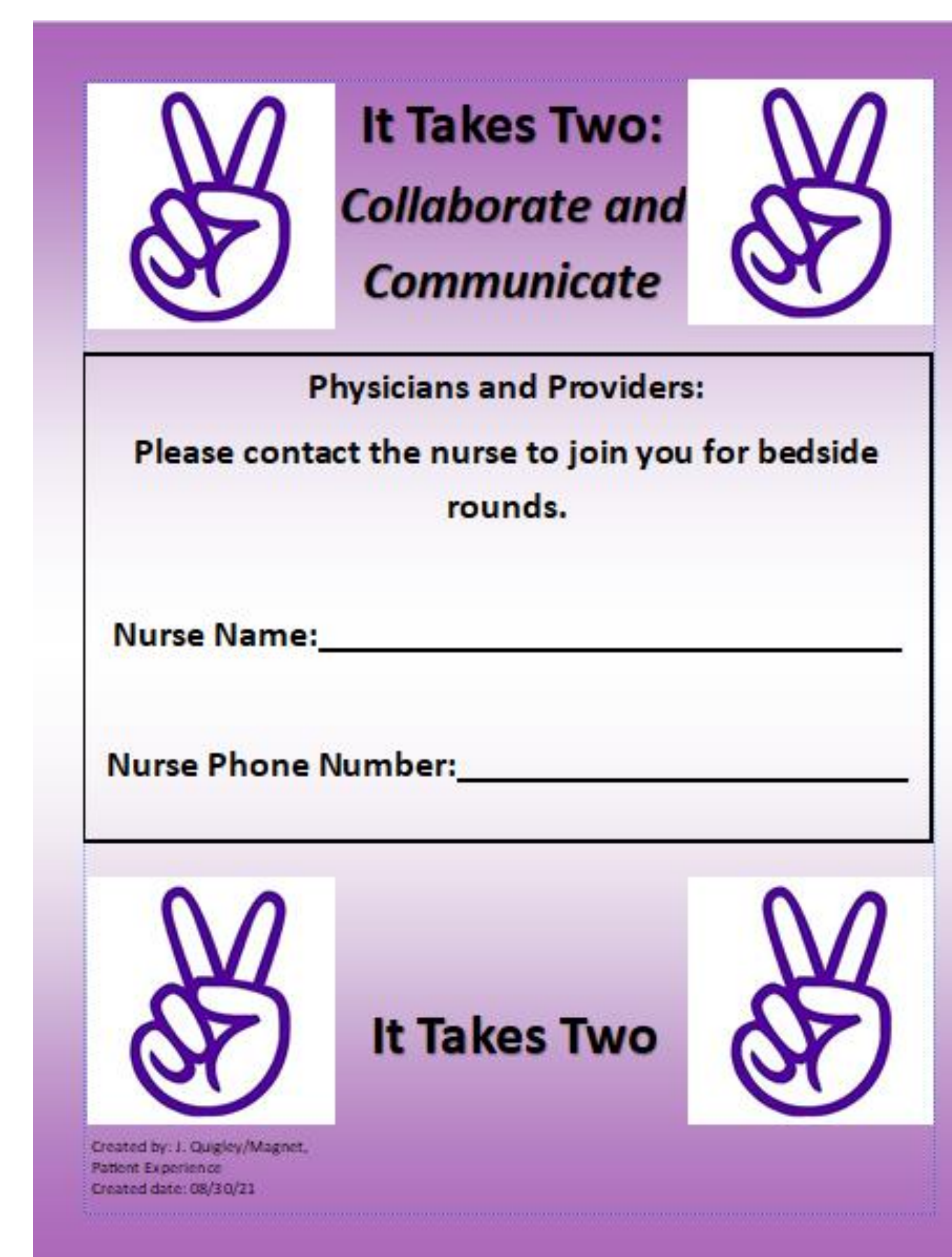


Figure 3. Branding and door signage utilized to facilitate Interdisciplinary bedside rounds.

Conclusions

The most important successes in implementing interdisciplinary bedside rounds were that there was a positive correlation between increased rounding compliance and the hospital’s patient experience score. There were difficulties in the implementation and auditing process including engaging key stakeholders and ensuring that audits were completed.

This project had minimal costs while increasing team collaboration and improving the patient experience. The main limitation is that it did require a change in nurse/physician workflow and culture over time.

Implications for Practice

Although there are other contributing factors influencing patient experience, the “It Takes Two Initiative” illustrated a positive correlation between increased interdisciplinary bedside rounds and increased patient experience scores. By performing daily bedside rounds collaboratively at the bedside, one large, teaching hospital enhanced communication and trust between team members, patients, and their families.

Acknowledgements

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We would also like to acknowledge the initial “It Takes Two” initiative from IMMC that paved the way for implementation at ALGH.



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