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Quality Improvement Project to Improve Provider-to-Nursing Communication During Daily Rounds

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Quality Improvement Project to Improve Provider-to-Nursing Communication During Daily Rounds

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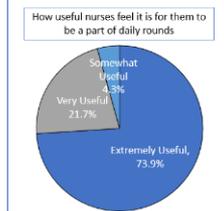
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Problem Statement

- We aimed that by June 2021, the Hematology/Oncology (Hem/Onc) resident service daily table rounds would include 80% of bedside nurses to improve communication between the provider team and bedside nurse.

Background

- Daily rounds on the Hem/Onc resident service includes table rounds (discussion of overnight events and daily plan) and bedside rounds (team evaluates patient in person and relays daily plan).
- These rounds infrequently include the bedside nurse caring for the patient even though nurses feel it is useful for them to be in attendance.
- This is a problem, because it leads to poor communication of the plan from the provider team and has the potential to lead to medical errors and inadequate patient care.
- Improved communication will also better healthcare team dynamics and increase patient/parent trust in the team.



Methods

- Survey of inpatient Hem/Onc nurses identified several barriers to attending daily rounds which included:
 - Attending to time sensitive tasks
 - Not notified of rounds
 - Busy with another service rounding
 - Busy with patient care
- Following the nursing survey, we performed PDSA cycles:

PDSA Cycle 1- Sep 2020

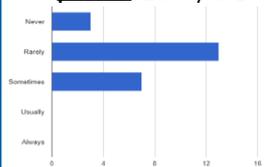
- Charge nurse called bedside nurse to notify them of their patient being rounded on during table rounds.

PDSA Cycle 2- Mar 2021

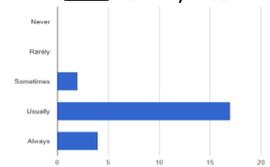
- Fellow-on-service posted a patient list split into 2 groups with a designated 45-minute approximate time that patients would be rounded on.

Results

How often nurses reported being part of daily rounds **prior to** PDSA cycle 1



How often nurses reported being part of daily rounds **after** PDSA cycle 1



Results (cont.)

- Prior to our first intervention, bedside nurses were rarely involved in table rounds.
- After this intervention, we found that from September 2020 to February 2021, 8.1-63.0% of bedside nurses were present during table rounds.
- After our second intervention in March 2021, 75% of bedside nurses were present during daily table rounds.



Conclusions

- By making these interventions, the percentage of nurses able to make daily rounds increased.
- We expect to see an improvement in overall communication between all the providers for our Hem/Onc patients leading to improved patient care.