

Attachment 3

Always Responsive Quality Demonstration Project Intervention Job Aids

Always Responsive Quality Demonstration Project

Hourly Safety Rounds: Shining a Light on Your Nursing Practice

At the start of your shift:

- Introduce yourself to establish a **Personal** connection: "My name is Melissa; I will be your nurse for the next 12 hours. I, or someone else from the team, will be checking on you every 1 hour, if not more often." (This is just a guide; it does not have to be said word-for-word).
- Review the **Plan** for the day as you know it
- Ask the patient about their **Priorities**: "What's the most important thing you would like to accomplish today?"
- Try not to perform routine tasks during this conversation as this establishes your **Presence** and gives your full attention to your patient.

Every hour:

- Assist to change **Position**, assess **Pain**, and attend to **Personal care needs** (bathroom, water, glasses, call light, mouth care, etc.)
- If you are caring for another patient, you can ask another RN or a PCA to check on your patient.

Before leaving the room (**Presence**), ask your patient:

- "Is there anything else you need? My intent is to return in one hour but please use your call bell if you need anything sooner." Coming back when you say you will (or sooner) makes patients feel safe & communicates to patients that they can trust you.
- Assess the **Patient environment** for any unnecessary equipment or supplies that are creating clutter.

At night:

- If your patient is going to sleep, tell them that you will be coming in to check on them quietly but will not wake them unless you need to.
- Ask them to call you if they wake up, so you can cluster your care without waking them unnecessarily (if/when possible).

Why are we doing this?

- Safety rounding creates a culture that is always responsive to the most basic of our patient and family needs. Safety rounds are an evidence-based strategy that provides predictable, need-driven, consistent care that improves patient outcomes.
- An article from the AJN from 2006 found that safety rounds:
 - Decreased patient falls by 50%
 - Decreased skin breakdown by 14%
 - Increased patient satisfaction scores (HCAHPS)
 - Decreased call light use by 38%
 - Reduced the distance walked by nursing staff by 20%

Remember:

- The goal is not to add more work but to improve the efficiency of your work.
- There is no added documentation required.
- The goal is to provide proactive rather than reactive care. This will make your day more organized, improve the patient experience, and highlight the outstanding nursing care that you provide at MGH.

**White 8 Always Responsive Quality Demonstration Project:
Using Patient White Boards to Enhance Communication between the
Patient and Family and his/her Care Team**

The purposes of the interactive patient white board are to:

- Facilitate two-way communication between the interdisciplinary team and the patient/family.
- Inform the interdisciplinary team of the patient's and families' needs, preferences, and priorities.
- Enhance coordination and integration of the plan of care leading to discharge.

Logistics:

- The admitting RN will orient the patient and family to the white board and its functions.
- The RN will review and update the information on their assigned patients at the beginning of their shift.
- The RN will engage the patient and family in completing their sections (goal for the day; questions for care team).
- The RN will inform the patient and family of any changes.

Reviewing and completing the white board information at the start of each shift:

<u>Field</u>	<u>Tips/Requirements</u>
Date:	Today's date
Patient Name:	Per HIPAA regulations, last name only (i.e. Smith or Mr. Smith)
Nurse:	Your name
PCA:	The PCA's name
Doctor:	Team A: Clinical Junior's name (from white board in nurses' station) (i.e. Dr. Doe) Team 4 or 5: Responding clinician's name (from CAS) (i.e. Dr. Doe)
Anticipated Discharge Date:	Enter the anticipated discharge date from the census board in the nurses' station. This date is updated daily based on the patient's progress.
Goal for the Day:	Ask the patient "What is your goal for today?" and write their response.
Question(s) for Your Care Team:	Ask the patient and/or family if they have any questions for the care team and record as needed.

Always Responsive Quality Demonstration Project

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Welcome Video Usage Guidelines



The Picker "Always Responsive" Grant project included the development of a patient and family "welcome" video. This video serves the following purposes:

- 1) Welcomes patients and families to the MGH.
- 2) Outlines our commitment to Excellence Every Day and being Always Responsive to patient and family needs.
- 3) Briefly introduces three patient/family-centered interventions: safety rounds, in room white boards, and clinician face sheets.
- 4) Briefly introduces the MGH Patient Information Guide which is handed out as part of the admission materials.

There are four versions of the video, two in English and two in Spanish with and without open captioning to facilitate viewing by patients and family members who are deaf or hearing impaired.



Instructions

Use your judgment as to whether the patient, family member or both should view the video based on the patient's condition. Within 24 hours of the patient's admission:

- 1) Tune the patient's television to Channel 31.
- 2) Write down the 3 digit video number you would like the patient/family to view:

317: Picker Welcome Video (captions)

318: Picker Welcome Video

319: Picker Welcome Video Spanish (captions)

320: Picker Welcome Video Spanish

- 3) Dial X4-5212 on the patient's bedside phone.
- 4) Follow the prompts to enter the 3 digit video number.
- 5) Tune the TV to the channel indicated in the phone prompt.
- 6) The video will begin playing within 10 seconds of completing the phone call.