

# Enhancing Practice

## 2021 Conference

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*20:20 Vision – Transforming Our Future  
Through Person-Centred Practices*

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**WEDNESDAY 27TH – FRIDAY 29TH OCTOBER 2021**  
**SAGE HOTEL WOLLONGONG, NSW AUSTRALIA**



working together  
to develop practice



# Circling the ward- Pro Active Patient Rounding

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Milton Park General Ward

Bowral Hospital

**Feb - May 2018**

# The case for change on Milton Park

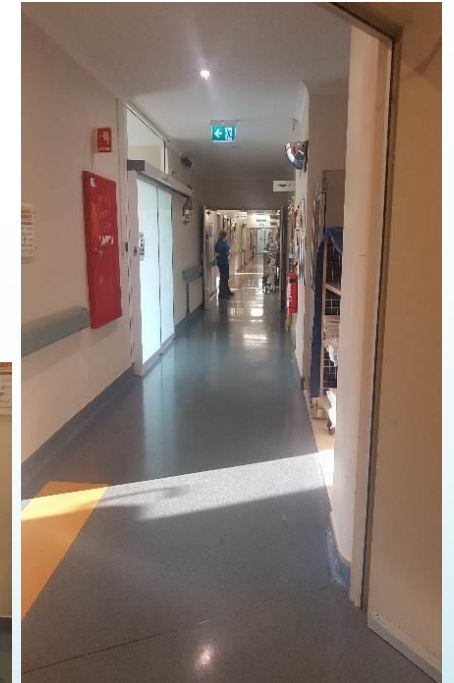
## ➤ What was happening

- Major Risks – Falls, Pressure Areas, Medication Errors
- High level complaints-HCCC
- Increased incidence of sick leave



## ➤ What we did

- Nurse Strategy Reserve Funding for Project Lead





# The Project

## Expected outcomes

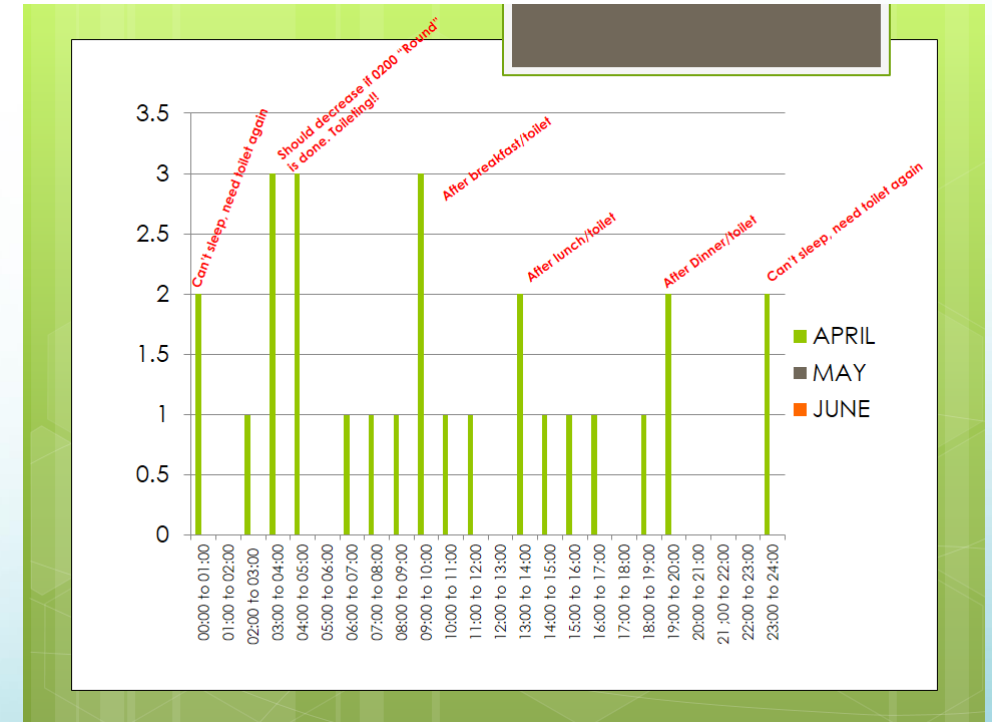
Rounding is introduced and embedded into practise in the inpatient unit,

- improved patient, carer and staff satisfaction
- Improved patient centred care
- Improved time management & teamwork through a proactive approach
- Improved risk identification and mitigation, decreased patient complaints
- decreased adverse incidents (falls, pressure injuries, medication errors),
- decrease in patient call bells



# Rounding Model

- Rounding Times based on High Fall Times/Toilet Times
- Introduction - Gives patients & carers a feeling of safety & Individual care
- Pain assessment
- Personal Needs
- Position
- Placement
- Exit quote – Reassurance
- **Individualised to Patient Needs**



# Exploration Phase

- Staff Survey
- Patient/Carer survey
- Observation of care
- Multidisciplinary Team Interviews
- Audits of Care
- Environment Issues



# Issues Identified

## What we found

- Patient Board poor compliance
- Medication Trolley Key Access
- Excessive walking for equipment
- Trolleys for Rounding
- General lack of feeling appreciated
- Lack of Teamwork
- Lack of Equipment

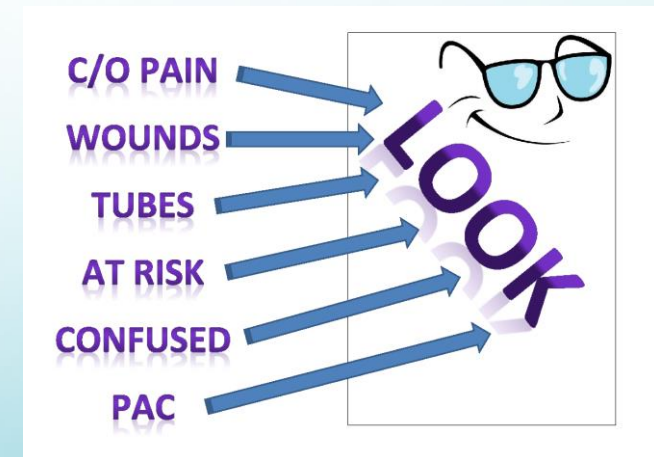
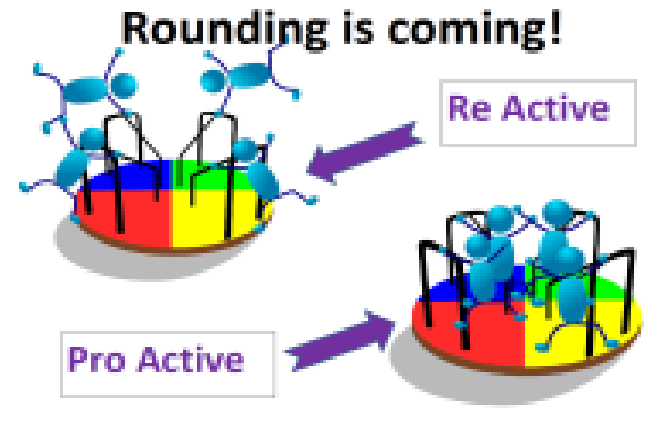


## What we did

- Identifying Champions
- Working with the Greater Team
- Weekly Team Member Award
- Portfolio/Champion Development
- Education Support
- Education Board/Self learning area
- Positive Reinforcement
- Handover Huddle
- Updating & new equipment
- Affirmation statements
- “You Said We Did” Monthly Poster

# Staff Education Phase

- Development of Education Package
- Group In-service lectures
- Education Posters
- Shared Staff Survey & Patient Results
- Nursing Education Sessions – Covered currently 90% of MPG nursing staff
- Key Staff empowered to help with introduction of Rounding
- Lanyard Cards – A – G Assessment & ISBAR
- Management & Specialist Staff Educated





# Implementation Phase

- Roll out of Rounding Charts
- Rounding Trolleys
- Key Staff encouraging “Rounding”
- Staff encouraged to practise “Rounding”.
- Positive feedback used to encourage other staff to engage with the program



# Evaluation Phase

- Auditing of compliance of Patient Charts
- Repeat Staff & Patient Survey
- Verbal Feedback from Nursing staff
- Observational feedback from the Greater Team

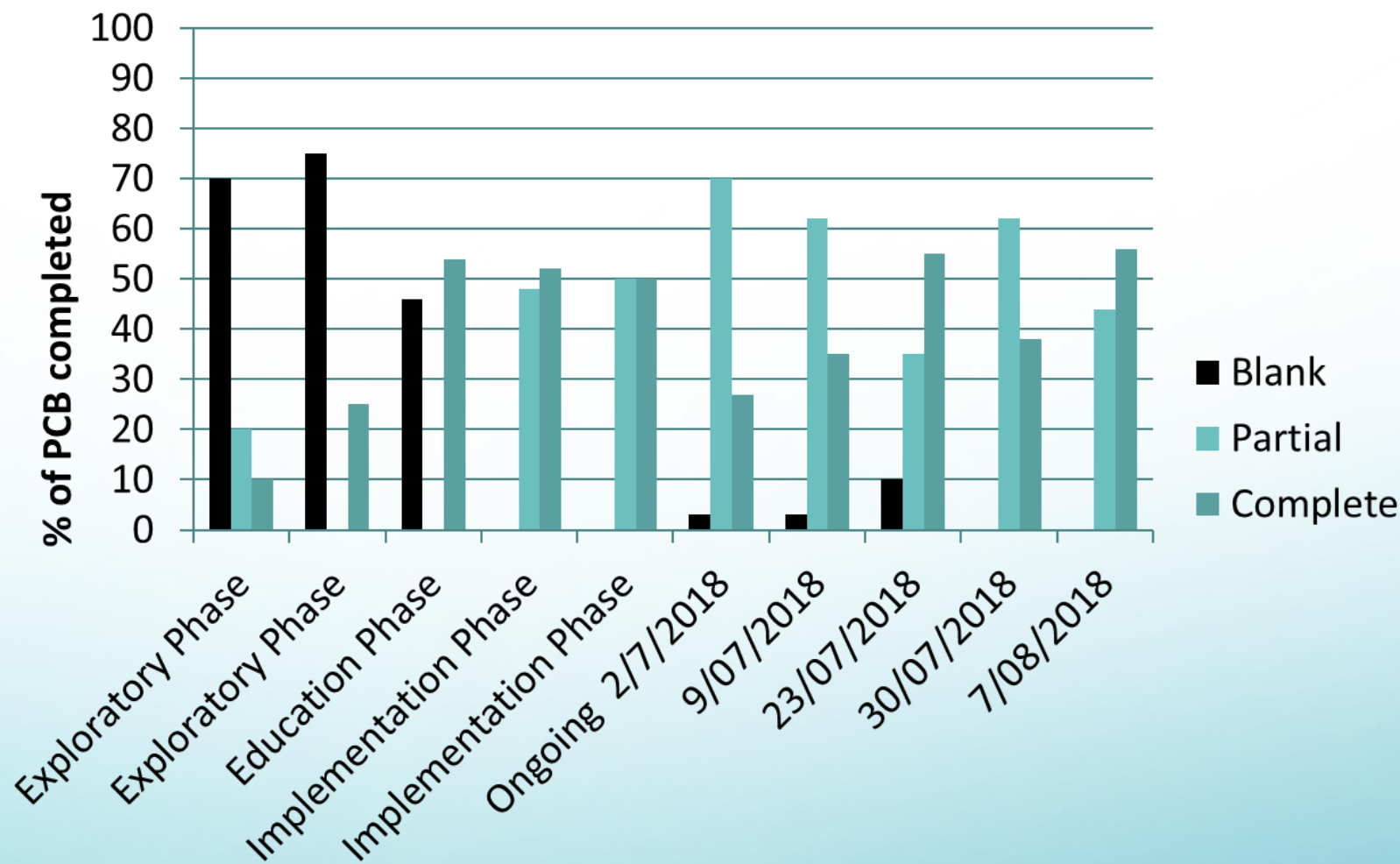


# Project Feedback

- The Introduction & Exit quote is very effective.
- Improved communication
- Increased patient satisfaction
- Improved interpersonal relationship with patients
- Improved patient care
- Positive feedback from staff outside of MPG
- Audit on Compliance showed over 80%



# Patient Care Board Audits





# Results –KPIs & NSIs

## (Jan-Jun 17 compared to Jan-Jun 18)

- 24% decrease in falls
- 30% decrease in medication errors
- 50% increase in reporting/early detection of pressure injuries
- 65% of staff now always introduce themselves to patients (46% pre project)
- 71% of staff fill out the Patient Care Board (53% pre project)
- 75% of staff felt valued as part of the team (60% prior)



# Where to Now

- Developing a Culture – Making it part of the way we work.
- Key people to continue promoting & leading by example
- Sustainability – Teaching the next generation of Nurses
- Keep building a stronger TEAM
- Keep improving the physical environment to be more functional
- Planning towards redevelopment



**R.E.S.P.E.C.T**

# Acknowledgements

- BDH Nursing Management/Executive Team
- A/NUM – Elizabeth Longhurst
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- The Multidisciplinary Team
- The Awesome Team of Milton Park Ward BDH



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