

Nurse Practitioner Leader Rounds

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Objectives

- At the end of this session, the audience will understand how NP leader rounding can improve communications between the patients/families and the providers
- At the end of this session, the audience will understand how NP leader rounding can increase patient satisfaction as measured by the HCAHPS doctor/provider communication scores

Background

- The Cardiac Surgery Progressive Care Unit leaders at an urban medical center in the mid-Atlantic United States were seeking to improve their patient satisfaction scores related to doctor/provider communication on HCAHPS scores.
- Through review of the HCAHPS scores, there was noted to be a lower than expected average for doctor communication
- Doctor/provider communication is a fundamental HCAHPS question domain focus. Patients are asked validated questions via the Press Ganey Medical Practice Survey.

Question Domain	Questions	Answers
Physician Care	1. Doctors treated you with courtesy and/or respect	1. Never
	2. Doctors listen carefully to you	2. Sometimes
	3. Doctors explain in a way you understand	3. Usually
Nursing Care	1. Nurses treated you with courtesy and/or respect	1. Never
	2. Nurses listen carefully to you	2. Sometimes
	3. Nurses explain in a way you understand	3. Usually
Pain	1. Need medicine for pain	1. Never
	2. Pain well controlled	2. Sometimes
Hospital rating	Rate hospital 0-10	0 representing lowest rating and 10 representing highest rating

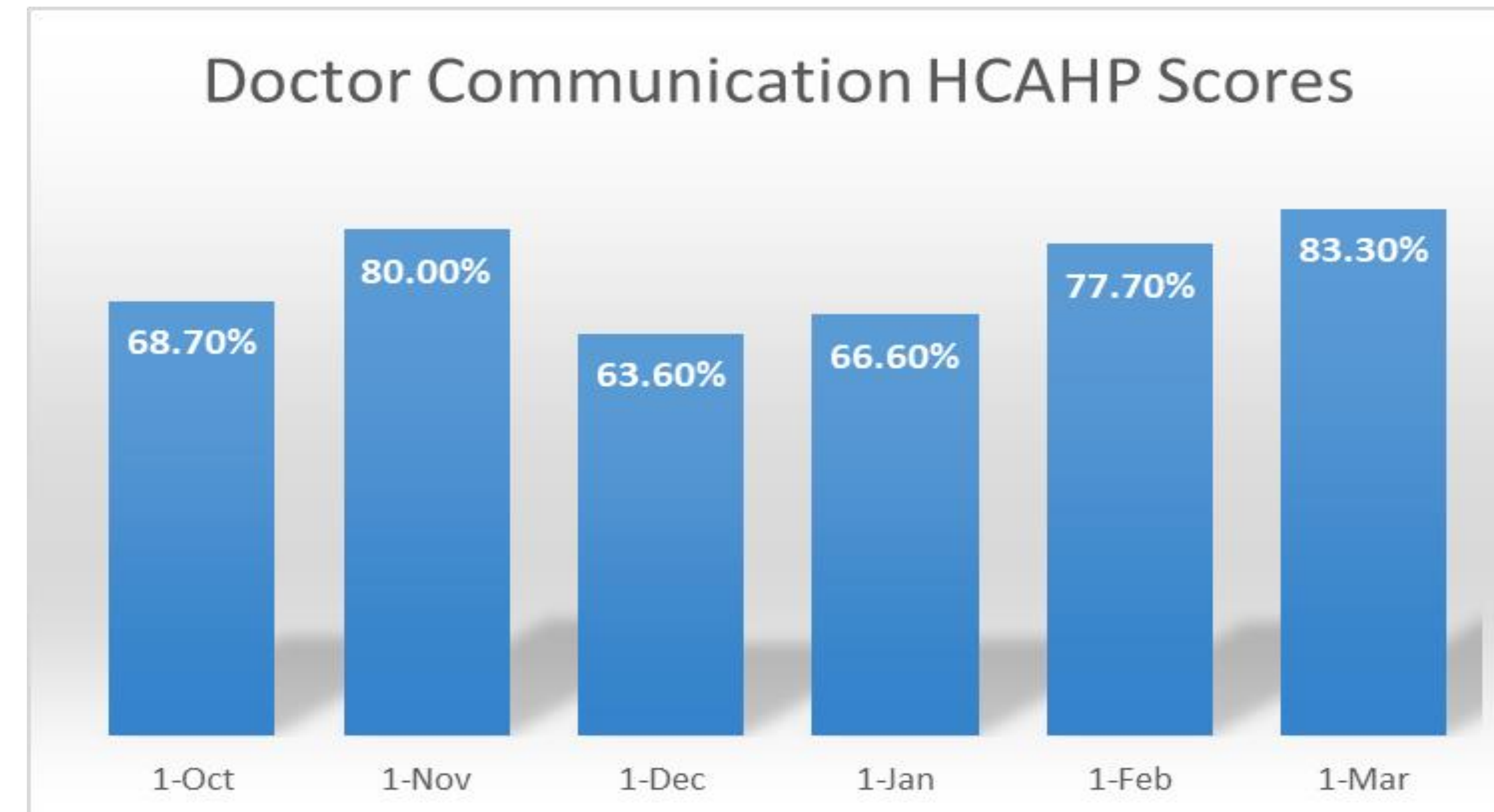
At the beginning of this QI project the overall HCAHPS score for doctor communication was noted at 68.70% in October 2021.

Implementation

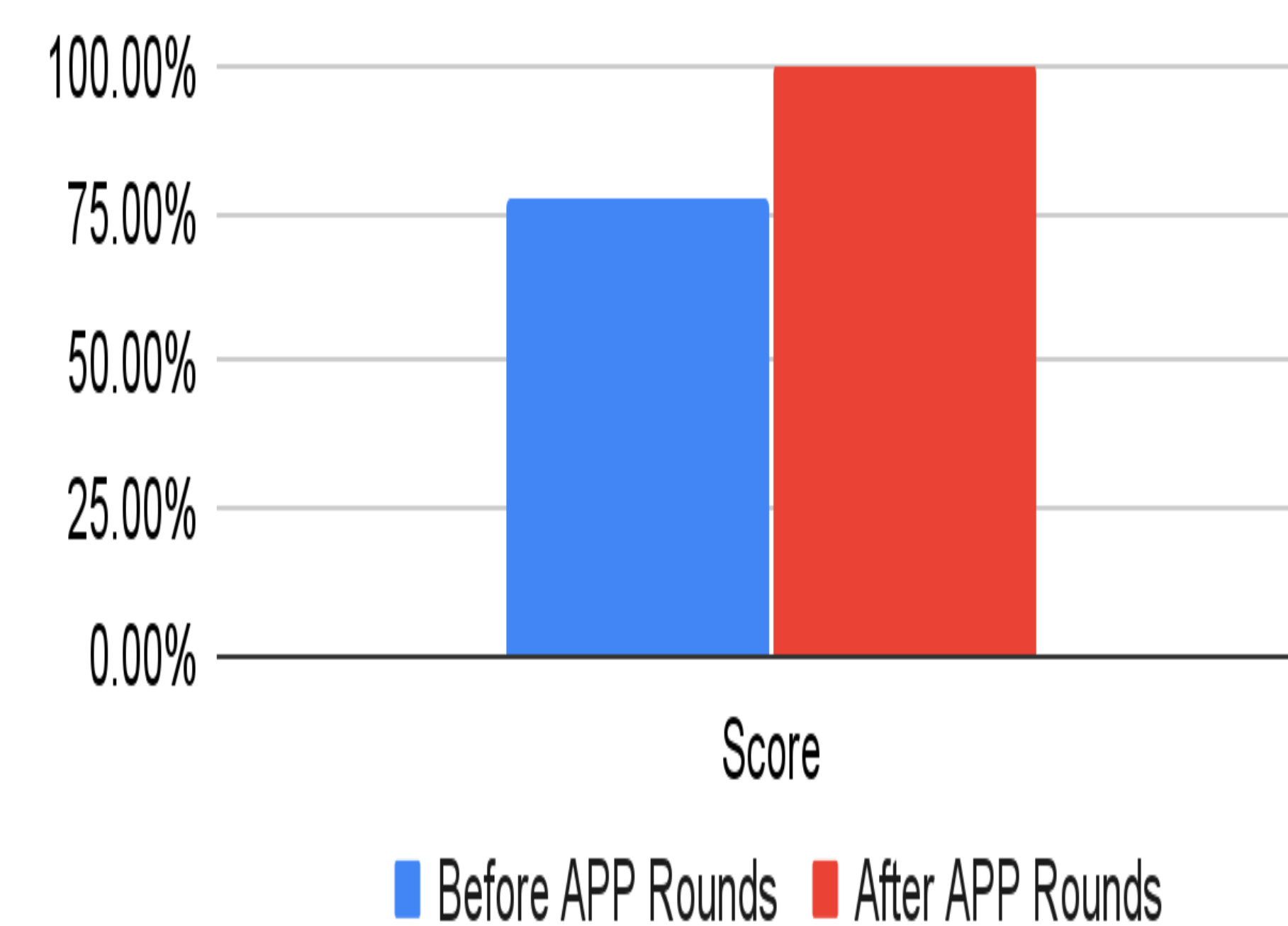
This project was initiated in two phases by the Cardiac Surgery Progressive Care Unit (CSPCU) nurse practitioner leaders.

- Phase 1:
- The Rounding NP leaders educated the NP/PA staff about the HCAHPS domains of provider communication.
 - The NP leaders developed a script to follow to formalize communication to patients
 - The Rounding NP leaders provided education to all the NPs/PAs
 - They provided scripting guidance for all the NPs/PAs on Cardiac Surgery PCU
- Phase 2:
- The NP/PA team initiated the use of the white board to communicate to the patient and family members the provider of the day
 - The NP leaders initiated the leader rounding on a 2-3x a week bases

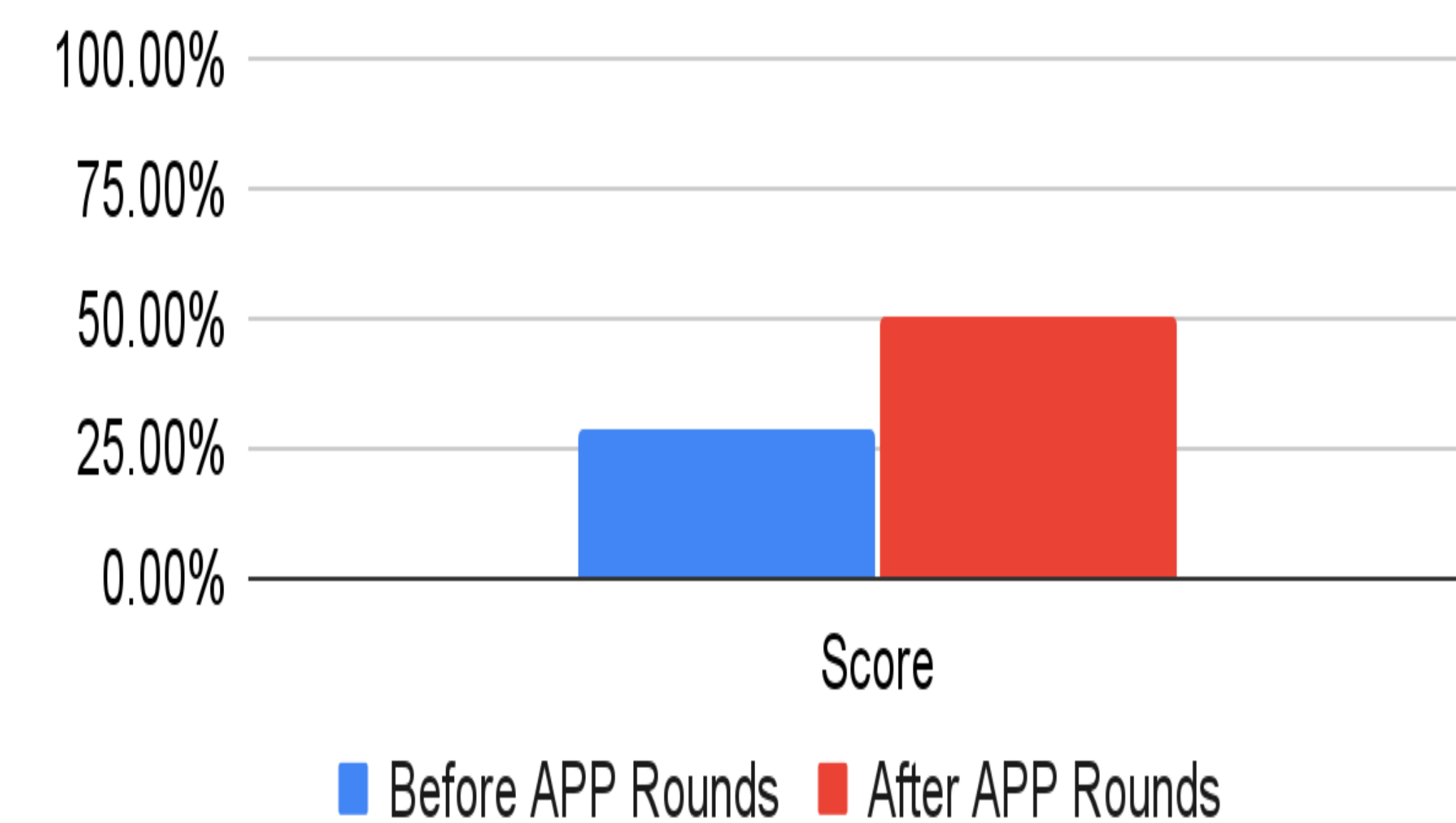
Results



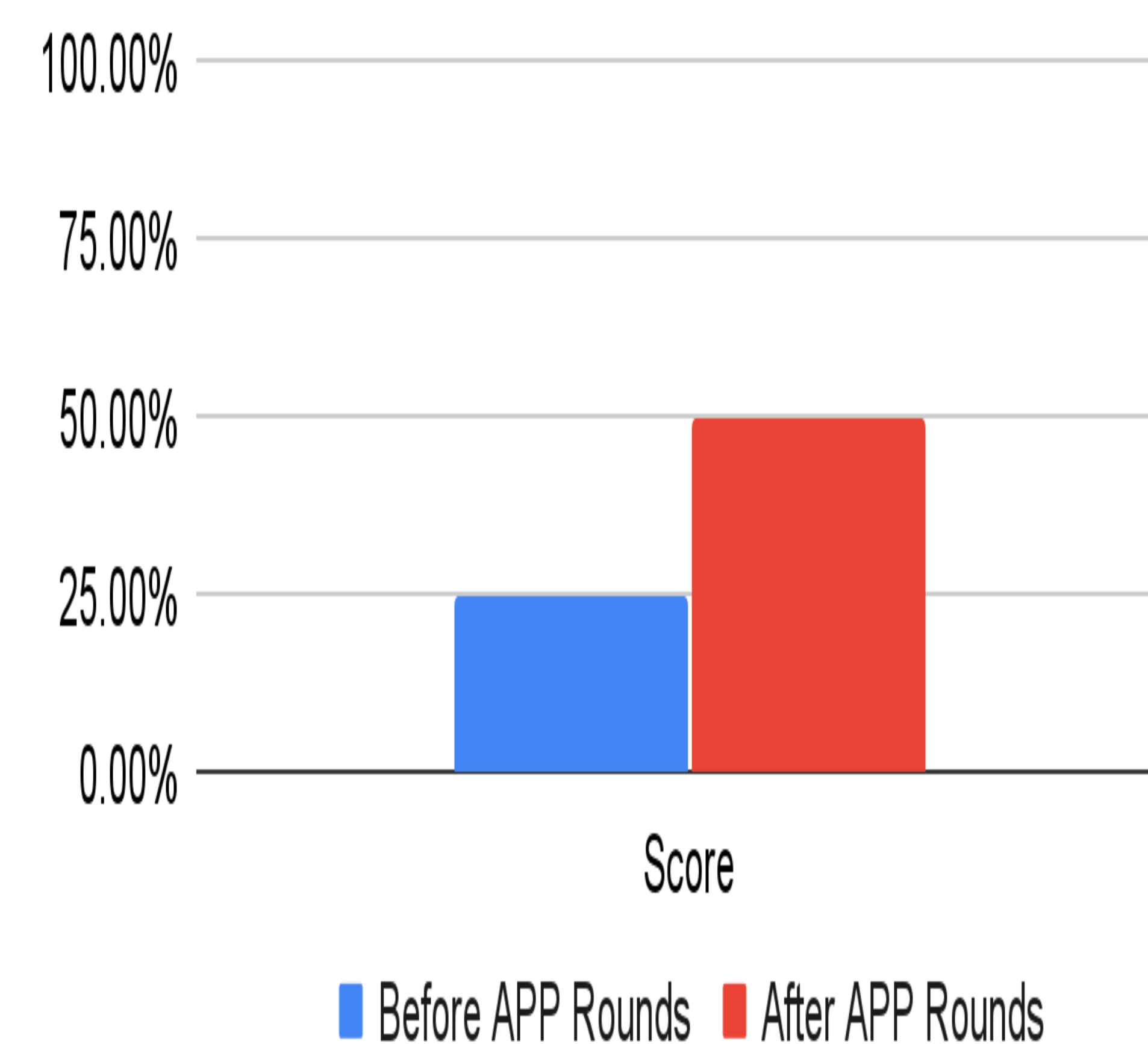
Doctors Explained in a Way You Understand



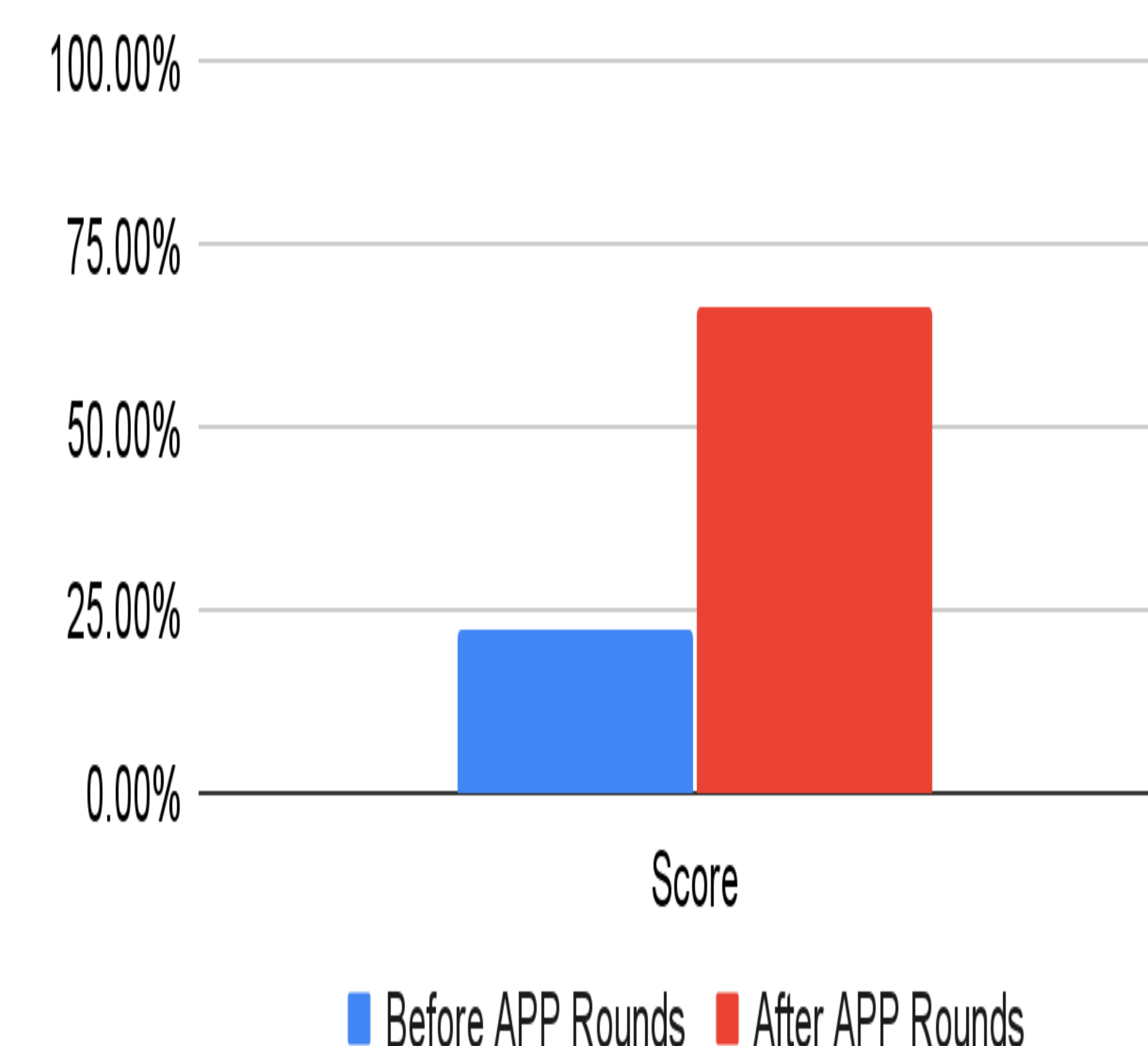
Doctors' Concern For Your Questions and Worries



Doctors Kept You Informed



Time Doctors Spent With You



Discussion

- This QI project was initiated to improve the HCAHPS scores related to doctor/provider communication on a 26-bed unit in the CSPCU at an urban hospital.
- At the start of this QI project (October 2021), the overall HCAHPS score for doctor communication was 68.70%.
- Two NP leaders on this unit initiated APP leader rounds 2-3 times a week.
- During these rounds, the APPs asked specific questions related to the patient's overall care and to answer any medical questions the patients may have had about their care.
- The NP leaders made sure to address issues and relay any gaps in communication to the patient's provider of the day.
- The team reviewed the HCAHPS scores reviewed again in March 2022. The HCAHPS score related to doctor/provider communications had a significant increase to 83.30% from 68.70%.

Conclusion & Next Steps

- Utilizing nurse practitioners in a more formalized leader role, can improve patient satisfaction.
- In this Cardiac Surgery PCU, the patient satisfaction as it related to provider communication increased and the patients reported they had more personalized attention.
- Having NP's/PA's as part of the medical team/providers, is beneficial as they are readily available to answer questions, address issues, follow through with care plans, and are able to connect with family members allowing care to be more patient and family centered.
- By improving patient satisfaction scores, not only are patients more likely to recommend their care but in our Maryland payment system, reimbursement could increase, which would help the organization as a whole.
- This project is in the process of expanding to other units within the hospital in the year of 2023

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