



sentara nurse

Orchid Digital Rounding:

Improving the nurse manager-patient rounding experience

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Background

Sentara Healthcare's mission of "improving health everyday" includes the process of nurse manager rounding to improve the patient experience. Nurse managers are expected to round on patients daily. Nurse managers viewed rounding as a time consuming, manual process with no clear process for rounding and issue resolution. Nurse executives identified the opportunity to improve nurse manager satisfaction with patient rounding.

Orchid is a leadership rounding tool that provides a digital platform for structured rounding scripting and data collection. The program allows automatic electronic notification of patient concerns to facilitate timely responses.

Methodology

Orchid is a product designed by CipherHealth to produce highly efficient and effective leadership rounding. The Orchid application is downloaded onto a hand held device. It contains fully customizable scripts that captures various elements of the patient experience. The script is categorized so that ancillary departments can be notified in real time of concerns voiced by patients. Real time reporting and alerts allows interventions and corrective actions to be initiated. Data collection and aggregation allows clear identification of trends and opportunity areas, successes and recognition of exemplary performers.

The Pilot

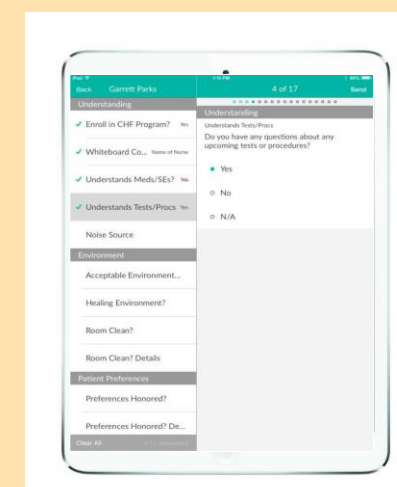
Sentara Princess Anne Hospital (SPAH) and Sentara Northern Virginia Regional Medical Center (SNVMC) were selected for the six month pilot March-September 2014. Inpatient nursing units, including critical care and mother-baby units were included in the pilot. The nurse managers at SPAH completed surveys to measure their satisfaction with the rounding process during pre-implementation, 30 days and 120 days into the pilot.

Orchid Digital Rounding Pilot results

Nurse Manager Satisfaction

- ✓ Streamlined workflow
- ✓ Quick issue identification, resolution and service recovery
- ✓ Shared accountability for patient experience
- ✓ Collection of meaningful, actionable data
- ✓ Access to data via reports and dashboards

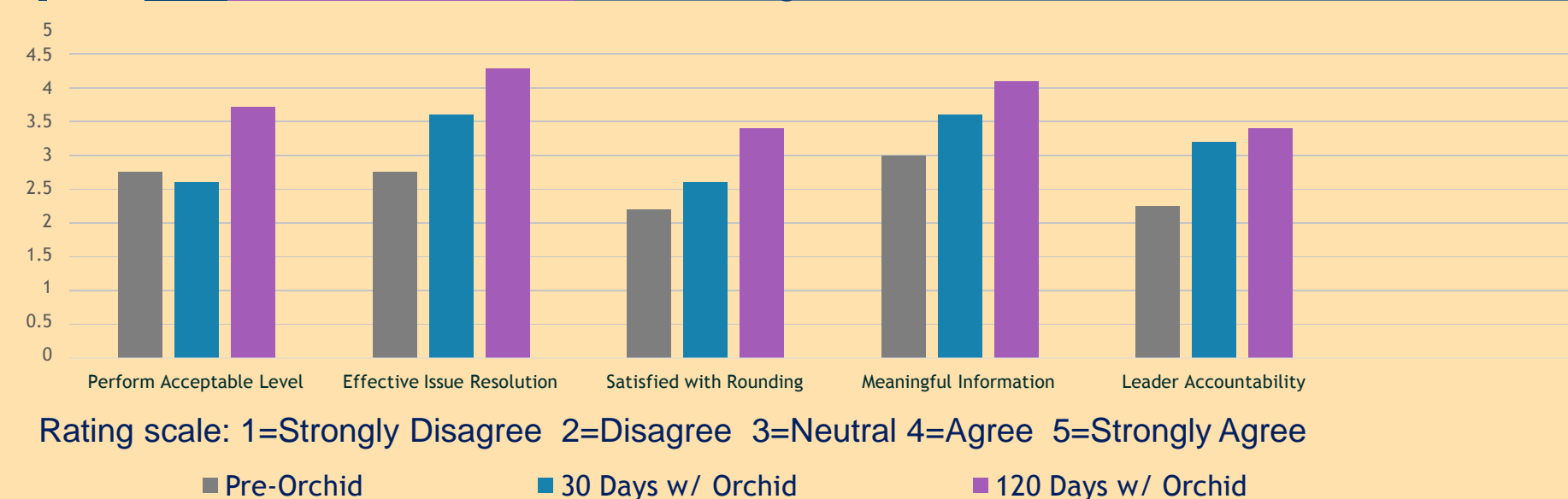
Orchid application on digital device displaying script and dashboard



The results demonstrate an improvement in nurse manager satisfaction with the rounding process, the ability to perform the rounds at an acceptable level, and the benefits of alerts and shared accountability for issue resolution. Studies indicate that structured leadership rounding leads to improvement in patient satisfaction and HCAPS scores. Leadership rounding increases leader visibility which promotes employee engagement and accountability.

Nurse Manager Survey Results

After implementing Orchid, nurse managers felt they were **56% more effective** in resolving issues and **55% more satisfied** with rounding.

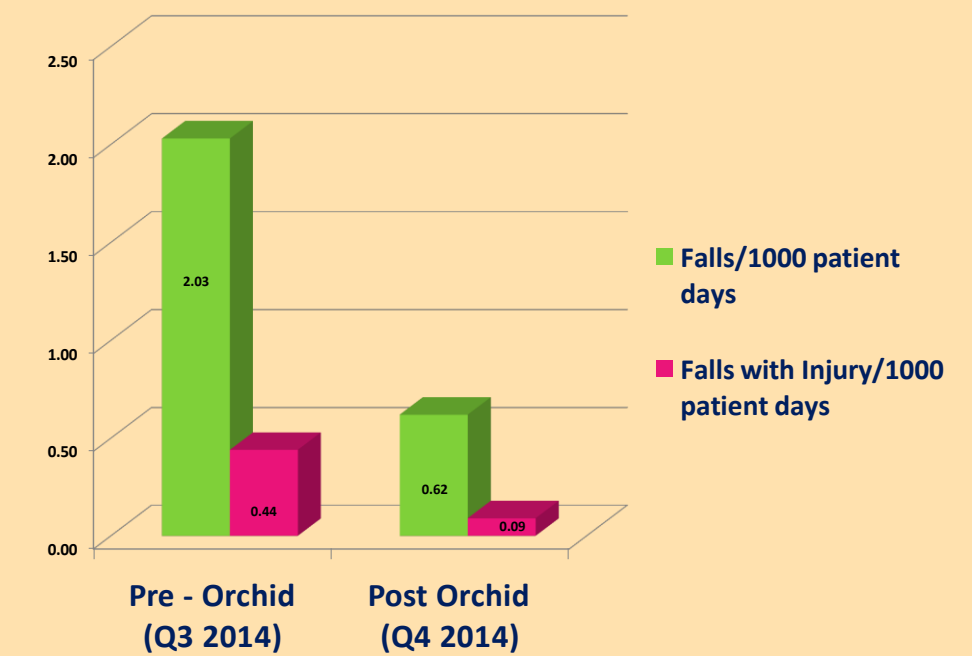


Sentara Princess Anne Hospital HCAHPS 60 days post implementation

	Pre-Orchid	Post-Orchid	% Increase
Pain Management	77.4	83.9	8.4%
Hospital Cleanliness & Quietness	73.6	79.8	8.4%
Medicine Communication	63.0	67.9	7.8%
Nurse Communication	84.9	88.5	4.2%
Doctor Communication	83.0	85.5	3.0%
Overall Hospital Rating	81.8	83.5	2.0%
Hospital Staff Responsiveness	69.7	70.4	1.0%
Discharge Information	92.1	92.9	0.9%

HCAHPS respondents: 1,203 Orchid Rounds Completed: 1,652 Issues Resolved: 197

Sentara Northern Virginia Falls Results



Conclusion

Orchid digital rounding applies innovation and technology to improve nurse manager satisfaction, patient satisfaction & safety, and overall quality of care. Sentara will utilize the evidence for ANCC Magnet NK4EO – Innovation in nursing is supported and encouraged. The technology allows the elimination of assumptions and provides the basis for data-driven strategy execution (Nash et al., 2010). Patients are impressed that leaders take the time to ask them about their experience (IHI, 2013). Orchid digital rounding applied structure to nurse manager rounding at the pilot sites and has been expanded to the Sentara Healthcare System. Customization of scripts opens up endless applications for Orchid digital rounding.

References

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Acknowledgments

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