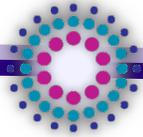


Responsiveness

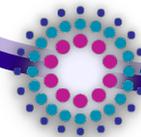
“ During this hospital stay, how often did you get help in getting to the bathroom or in using the bedpan as soon as you wanted it? ”



During Admission Rounding

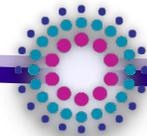
“We want to meet your needs and provide excellent care to you. We will be in at least every hour to check on you. We call this Hourly Rounding. If at any time you need more help going to the bathroom, please let us know. We do not want you to be uncomfortable.”

“Part of keeping you safe in the hospital is providing you with assistance going to the bathroom. Should you need to use the bathroom, it is important to me that you press this call button. That will alert our staff to support you.”



During Patient Rounding

“Remember, part of keeping you safe here is assisting you going to the bathroom. Tell me how our team is doing making sure we get you to the bathroom/bed pan in a timely manner.”



During Discharge Rounding

“Have we been timely assisting you to go to the bathroom if needed?”

COMMUNICATION

PROCESS

- Take the perspective of the patient. What are their emotional, clinical, and safety needs? That allows you to anticipate their needs and plan accordingly (e.g., toileting, transport, shift change, meal set up)
- Conduct patient rounding to evaluate performance on anticipating needs and responsiveness
- Notify the patient when you will return using specific follow up times versus having the patient call back. “I will be back to see you in one hour” provides more clarity than “I will be back to see you again shortly”
- Make help with toileting everyone’s responsibility. While in patient rooms, ask the patient if they need assistance with using the bathroom
- Evaluate your equipment to make certain that systems are functioning and will not alarm erroneously

BEDSIDE SHIFT REPORT

- Bedside Shift Report should be introduced and narrated (explain why we perform Bedside Shift Report)
- Remember to maintain good eye contact with the patient and their loved ones. It is all too easy to hold eye contact and dialogue with the incoming caregiver and inadvertently leave the patient and family out of the dialogue
- Actively use the whiteboard as a communication tool during shift report
- Introduce the oncoming team and manage the nurse/tech/physician up
- Follow the process of Bedside Shift Report



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