

# Responsiveness

“ During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? ”

## COMMUNICATION

### During Admission Rounding

“Our team takes great pride in being responsive to our patients’ needs. Let me explain how to use your call button and make sure it is within your reach. We want to ensure you get help quickly should you need to use it.”

“Sometimes our staff may be in another patient’s room. On average, it can take us 3-5 minutes to respond, but I can assure you our team at the nursing station will begin working behind the scenes immediately when you call us.”

“We also follow a best practice for care here called Hourly Rounding. That means one of our nurses or techs will be in your room every hour to make sure we are delivering excellent care. We hope to be here often to anticipate your needs and perhaps prevent your need to use the call button.”

### During Patient Rounding

“Responding to our patients’ requests in a timely manner is important in how we deliver excellent patient care. Can you tell me how we are doing?”

“Have you had to use your call button? Tell me about our responsiveness.”

### During Discharge Rounding

“Responding timely is important to us. Can you tell me how we have done? Have we provided you with assistance as quickly as you needed it when you have had to ask us for help?”

## PROCESS

- At the nurses’ station, acknowledge the call bell by the third ring. Address the patient by name and ask, “How can I help you?”
- The appropriate caregiver (or designee) should make all efforts to respond to the patient’s call or request within three minutes; if the caregiver is busy with another patient, designate a co-worker to support the request.
- Manage up your response time and tell patients that your response of three minutes is a part of our commitment to provide best-in-class care to each patient.
- Institute No Pass Zones. Empower anyone to respond to the call light and make it an expectation that everyone is responsible for responsiveness.
- Always ask the patient, “What else can I do for you?”

## HOURLY ROUNDING

- Hourly Rounding is the secret weapon and demonstrated to reduce call lights and improve perceptions of responsiveness. Commit to Hourly Rounding and provide staff with development, support, and coaching to be successful
- Primary nurses should round on each patient hourly during day and every two hours at night. In the event the primary nurse cannot round, s/he should ask a designee
- Manage up Hourly Rounding so patients understand this is an element of world-class care, a commitment to safety, and a responsiveness to their needs in a timely manner
- Before leaving each patient’s room, the nurse should anticipate unmet needs and ask the patient, “What else can I do?”. It is important to give a patient a specific expectation when you or another caregiver will return
- During Hourly Rounding, narrate the care and process delivered. Ask about call light use to get a pulse check on performance with this key patient satisfier/dissatisfier



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