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Interdepartmental Rounding

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Project: R3 - Interdepartmental Rounding
Last Updated: 8/21/2017

Executive Sponsor: Mark Parker
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Problem/Impact Statement:

Prior to utilizing the quality improvement measures of Operational Excellence, HCAHPs data for R3 revealed that patients perceived there to be “good communication between different doctors and nurses” 22% less often than the national average.

Scope:

In scope: RNs on R3 as well as Blue and Purple surgical services at Maine Medical Center (MMC)
Out of scope: The remaining surgical services that have the capacity to round with R3 as well as any other units at MMC who feel they could benefit from the interdisciplinary rounding.

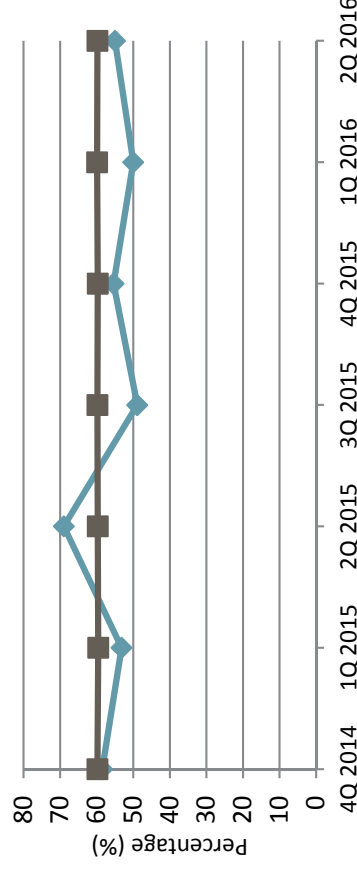
Goal/Objective:

Overall goal: R3 will have HCAHPs scores for doctor nurse communication greater than the National average (via NRC-PICKER)

- KPI 1: 100% of the time orders will be up-to-date in the care plan
- KPI 2: 100% of the time, MD orders are up to date in care plans for surgical patients
- KPI 3: 100% of the time, RNs will round with blue service at least once per day
- KPI 4: 100% of the time, RNs will round with purple service at least once per day

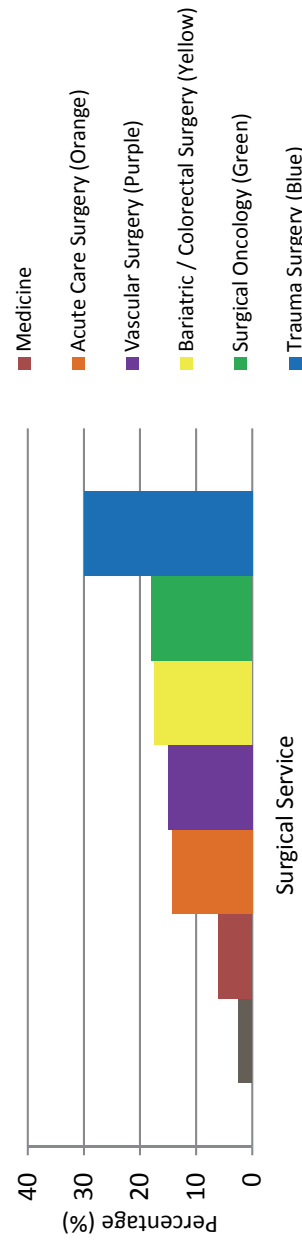
Baseline Metrics/Current State:

Care Coordination, R3, Surgical
During this hospital stay, how often was there good communication between the different doctors and nurses?



Root Cause Analysis:

Percentage of total orders by Medical Staff Team

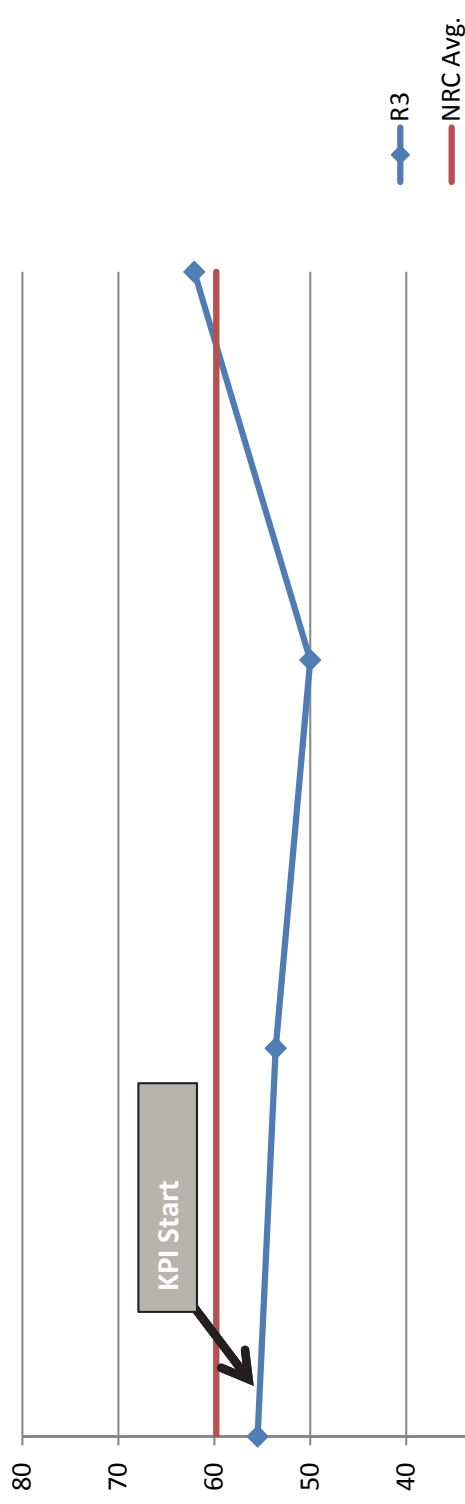


Countermeasures

Action	Owner	Due Date	Status
Implementing KPI: “100% of time, MD orders are up to date in care plans for surgical patients”	R3 Staff	Q2 2016	Complete
Meetings with staff to discuss and finalize an action plan to move forward with new KPI	R3 Staff	Q2 2016	Complete
100% of the time, RNs will round with blue (Trauma) service at least once per day	R3 Staff	Q2 2016	Complete
Email sent to Trauma attending's as a reminder	R3 Staff	Q2 2016	Complete
Meeting with project manager to reinforce blue service checking in daily	R3 Staff	Q2 2016	Complete

Outcomes

Care Coordination, R3, Surgical
During this hospital stay, how often was there good communication between the different doctors and nurses?



Next Steps

Round with all remaining surgical services to make sure that interdisciplinary care is hard-wired, and audit