Interdepartmental Rounding

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Project: R3 - Interdepartmental Rounding  
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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:

![Baseline data for HCAHPs scores, prior to implementation of Operational Excellence. (Data source: Quarterly data from NRC Health)](image)

Figure 1: Baseline data for HCAHPs scores, prior to implementation of Operational Excellence. (Data source: Quarterly data from NRC Health)

Root Cause Analysis:

![Percentage of total orders by Medical Staff Team](image)

Figure 2: Graph depicting data for the percentage of total number of orders generated by each of the surgical services and medical staff teams.

Outcomes:

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

![Graph depicting data for the percentage of total number of orders generated by each of the surgical services and medical staff teams.](image)

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