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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:**

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

**Root Cause Analysis:**

- APMS
- Medicine
- Acute Care Surgery (Orange)
- Vascular Surgery (Purple)
- Bariatric/Colorectal Surgery (Yellow)
- Surgical Oncology (Green)
- Trauma Surgery (Blue)

**Countermeasures**

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

**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