

AUDIT OF INTENTIONAL ROUNDS TO MEASURE COMPLIANCE AND EXPLORE PATIENT FEEDBACK IN A REHABILITATION HOSPITAL FOR OLDER ADULTS.

AUTHORS

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5 P's of Intentional Rounds:

POSITION

PAIN REPORTED

PERSONAL CARE

PERSONAL
BELONGINGS

PROVIDE
REASSURANCE

INTRODUCTION

The practice of Intentional Rounds (IR) was introduced for Healthcare Assistant (HCA) Staff in Clontarf Hospital as a quality improvement initiative to ensure the fundamental care needs of each patient are addressed in a purposeful and consistent manner as per the 5 P's of Intentional Rounding.

OBJECTIVE

Monthly audit of IR aims to measure compliance with practice and gain insight into how patients experience Intentional Rounds.

METHODOLOGY

An audit tool was developed to measure all elements of the Intentional Rounds practice and check-list. On each ward, 5 randomly selected IR check-lists were audited for compliance with the audit tool. The KPI was set at 90%. Qualitative data was collected through patient feedback.

RESULTS

IR audits commenced on a monthly basis in January 2023. Audit results reveal good compliance with IR practice and also highlight areas that require increased focus, such as occasional check-list omissions on evening and night-duty shifts when staffing levels are reduced. Qualitative data collected through patient feedback is very positive and complementary of care given by Healthcare Assistant Staff.

ANALYSIS

Monthly audits have revealed 'how we are doing' with the practice of Intentional Rounding. Audit of IR check-lists provides information regarding compliance with practice. Qualitative data collected through patients' feedback during the audits is very positive. The number of wards achieving the KPI (90%) has improved since auditing began in January 2023, indicating a positive effect from audit. See Figures 1 and 2.

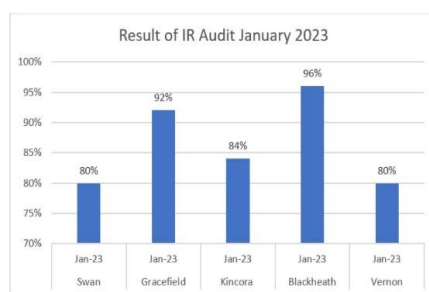


FIG 1

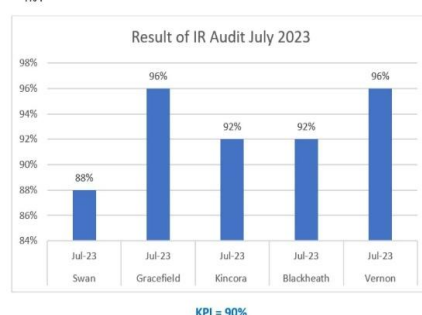


FIG 2

"STAFF COULDN'T BE BETTER. SO KIND AND CARING."

"THEY'RE HERE EVERY MINUTE. DON'T EVEN NEED TO RING THE BELL."

"CARE AND ATTENTION IS EXCELLENT."

"NO HESITATION IN HELPING YOU."

"STAFF ARE BRILLIANT. EVERYTHING IS COVERED DAY AND NIGHT."

CONCLUSION

The practice of Intentional Rounds was introduced for Healthcare Assistant Staff in Clontarf Hospital to ensure the fundamental care needs of each patient are addressed in a purposeful and consistent manner.

Monthly audits have served to:

- Inform us 'how we are doing' with IR practice.
- Provide valuable patient feedback.
- Improve compliance and achievement of KPI.

REFERENCES

Ryan L, Jackson D, Woods C, Usher K. Intentional rounding - An integrative literature review. J Adv Nurs. 2019 Jun;75(6):1151-1161. doi: 10.1111/jan.13897. Epub 2018 Dec 9. PMID: 30375025. National