

# CRITICAL CARE UNIT ROUNDING

## Rapid Improvement Resource

### THE CRITICAL CARE UNIT EXPERIENCE

Critical Care departments represent some of the most intense and acute care environments where patients face potentially life-threatening illness and unique symptoms. These environments are also highly unpredictable and sometimes chaotic in that patients may arrive any moment rushed to intensive care based on unexpected and sudden changes in symptoms. To coordinate patient care and experiences in these settings, a number of professionals are required to perform as a team ranging from nursing, highly-specialized physicians, imaging, laboratory, and pharmacy, to name a few departments. Additionally, many times, due to the patient's condition, the family experiences extreme stress. As such, patients and their family members want to see attributes such as effective communication, care coordination, involvement in decisions, clear explanations, and signs of a safe environment.

### KEY DRIVERS

Based on our research at PRC, we have found the following key drivers for critical care experiences:

- Teamwork: How would you rate the overall teamwork between the doctors, nurses, and staff?
- Overall Level of Safety: How would you rate the level of safety you felt while in the hospital?
- Nurses Understanding and Caring: How would you rate the nurses' understanding and caring?

Excellent

Very Good

Good

Fair

Poor

### THE POWER OF PATIENT AND FAMILY ROUNDING

Depending on the unique needs of patients in the critical care unit, it may be most appropriate to round on the patient's family or loved ones. It is important for the leader to build patient/family confidence, establish a relationship, and obtain information to recognize staff/identify improvements.

#### We recommend the following questions:

Our goal is to Always provide our patients and their families with an Excellent care experience. I know it is a very difficult time for you. As the leader of the intensive care unit, it is important to me to personally hear from our patients and loved ones so we can make sure are meeting your needs. Is it ok if I ask you a few questions? I can always come back later if you would like

- Since you arrived in CCU, when have you seen excellent care?



- We work as a team here, can you tell me how the team is working together to care for you/your loved one?
- Maintaining a safe environment is of critical importance to us, what are we doing to make sure/ your loved one feels safe?
- Can you tell me if anything is causing you concern about your/your loved one's care?
- Our goal is to be excellent, can you please share with me any times we have disappointed you? Is there one thing we can do better?
- Is there anyone on our team that we can recognize who has been exceptional? Can you tell me what made them so special?

Thank you for your time. Your feedback is so important to me and our hospital. If you ever need anything, can I ask that you'll call me?

Summarize how you will be using this information and following up.

