If we can rethink our goals, set our patients’ expectations from the beginning, and provide consistent responsiveness…then we can meet and even exceed their expectations.

**TACTICS**

**Call Lights**

5-Foot Rule:  
Any staff member within 5 feet of the call light is expected to answer.

No Pass Zone:  
Any staff member who walks by a room with a light on CANNOT pass that room.

Regular Rounding:  
Returning to round on your patients at a set, and explained, timeframe.

**Toileting**

Bedside Shift Report:  
Have the patient describe the best way for staff to help them in toileting.

Regular Rounding:  
Regular rounding can reduce toileting calls.

**HCAHPS QUESTIONS**

The following HCAHPS questions are addressed in the Responsiveness training:

1. How often did you get help in getting to the bathroom or in using a bedpan as soon as you wanted?

2. During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?

**TAKE AWAY**

Turn regular rounding into a skill. Developing a rhythm of care based on regular rounding will ensure that your patients receive frequent communication, education, and attention; and your patients will relax... knowing to expect your care at regular intervals.