



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.