**Improving Patient Satisfaction through Nurse Responsiveness**

**BACKGROUND**
- Hospital staff’s responsiveness to patients’ call lights relieves anxiety, provides confidence that their needs will be met in a timely manner, and promotes patient satisfaction.
- Hourly rounding is a strategy that has been employed in many institutions to provide complete care and improve patient satisfaction.
- A systematic review reported that hourly rounding provided nurses with more frequent opportunity to assess patients, provide appropriate care, and meet patients’ needs.

**PURPOSE**
- The overarching goal of this project was to institute hourly rounding and improve staff’s timely response to call lights.
- A secondary aim was to increase Press-Ganey satisfaction scores related to ‘hospital staff responsiveness’.

**METHODS**
- Evidence-based, quality improvement project
- Setting: Inpatient Oncology
- Participants: RNs & NAs

**Procedure**
- Unit Based Council members & management educated RNs and NAs about specific hourly rounding.
- Audited compliance by spot-checking white board documentation.
- Obtain Press Ganey HCAHPS scores from department leadership.

**RESULTS**
- **Press Ganey – response of hospital staff:**
  - Baseline in August 2019 was 66.7.
  - Score varied across the course of the year.
  - Results during winter months and COVID-19 less than goal.
  - Total scores closely aligned with ‘call button help soon as wanted it’.

- **Results of white board audits (N=990):**
  - 86% of rooms had updated staff information.
  - 24% of rooms had initials indicating hourly rounding.

**DISCUSSION**
- Scores inconsistent across the year. This may be related to increases in patient acuity or variations in staffing related to the pandemic.
- Unable to obtain tracking data from Zettler call light system, thus needed to rely on spot audits.
- Continue to educate and reinforce on the benefits of hourly rounding.
- Identify additional opportunities to improve ‘call button help soon as wanted it’.

**CONCLUSION**
- Hourly rounding not only promotes patient safety but provides an additional opportunity for staff to proactively address patients’ needs.
- Consistent hourly rounding can improve ‘Responsiveness of Hospital Staff Scores’.

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