

Instruction Guide for Patient and Family Rounds

Problem Statement: The Joint Commission and other prominent health care organizations recommend the involvement of patients in their medical care to improve the safety and quality of care they receive (National Patient Safety Goals 2009). Patients, however, are not routinely asked whether they have any safety concerns.

What are Patient and Family Rounds? Patient and Family rounds are an opportunity to informally include patients and families in discussions surrounding unsafe practices and encourage them to speak up and advocate for their safety. It is also an opportunity to prompt them to discuss any concerns they have about their hospitalization.

Purpose of the Tool: The purpose of this survey is to provide a structured approach to prompt more routine patient involvement, and to identify safety issues that warrant a solution to improve the quality of health care.

How to Use this Tool:

- The charge RN will identify and screen a patient/family prior to your interview.
- Scan the tool prior to rounding and identify questions that are of interest to you. Not all questions need to be asked.
- Identify a scribe to take notes while you are listening to the answers from patients or family members. Have them include direct quotes in their note taking.
- Explain the purpose of the survey.
- Ask for patient-specific examples when possible.

Suggestions for Frequency:

- Dependent on unit culture
- May take the place or be *in addition to* the regular scheduled CUSP meeting or Executive Safety Rounds. Example - one or 2 times per year the Executive Safety group would spend a portion of their meeting rounding on patients and families.

Suggested scripting:

- Introduction:
 - “As part of our team’s executive safety rounds we have some questions regarding the safety and quality of the care you have received.”
 - “Do you have a few minutes that we can come in and talk?”
- Closing:
 - “Before I go do you have any questions?”

Benefits:

- Identifying potential initiatives for CUSP
- Improving Press Ganey and family satisfaction scores

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**\*Remember that some patients may feel vulnerable.**

**\*You may find that re-wording a question may be helpful to get them talking, and that's o.k.**

**\*This tool is intended to be administered during or in place of a monthly CUSP meeting or executive safety rounds.**