

## IMPROVE CLINICAL OUTCOMES WITH HOURLY ROUNDING®

### ROUNDING ON PATIENTS DELIVERS BETTER OUTCOMES AND MAKES THE JOB EASIER

Studer Group®, a Huron solution, developed the Hourly Rounding® protocol to enhance the patient experience and positively impact clinical and quality outcomes. When the Hourly Rounding approach is implemented effectively, a staff member visits each patient every hour during the day, and every two hours during the night.

### WHY ROUND?

The purpose of rounding on patients every hour is to proactively address patients' needs. By doing so, we increase the quality of the patient's experience and also improve the efficiency of the patient's nurse.

By communicating to the patients that we will be in each hour to round on them—and by following through with this promise—we reduce our patients' anxiety. When we tell them, “call me if you need me,” and disappear for unspecified lengths of time, we have actually taught the patient that they should use the call light for every single need that they have. The Hourly Rounding process enables us to educate our patients that they should use their call light for urgent and emergent requests; we will be back soon to take care of the rest. As a result, we reduce interruptions for non-urgent needs and requests, allowing nurses to be more focused on urgent needs and tasks at hand. During these rounds, eight very specific behaviors are utilized that contribute to improved safety for patients and efficiency for staff.

#### 8 Behaviors of Hourly Rounding:

- Use opening Key Words (AIDET®)
- Perform scheduled tasks
- Address the “Three Ps”- Pain, Potty, Position
- Assess any additional comfort needs
- Conduct an Environmental Assessment
- Ask, “Is there anything else I can do for you? I have time.”
- Tell each patient when you will be back
- Document the process in a Rounding Log posted in the patient's room

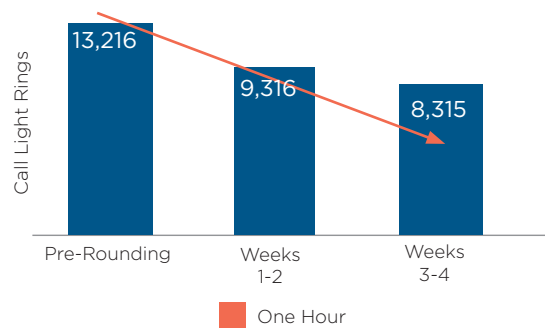
### EVIDENCE OF EFFECTIVENESS

The Hourly Rounding approach gets results by driving more nursing care to the bedside. As reported in the September 2006 American Journal of Nursing, Studer Group's research subsidiary, the Alliance for Health Care Research (AHCR), completed a rigorous study that analyzed the impact of the Hourly Rounding protocol on patients in 27 nursing units from 14 hospitals. For six weeks, nurses and CNAs were instructed to round hourly on patients during the day and every two hours at night using key words that addressed the eight rounding behaviors. Consistent deployment of the Hourly Rounding technique effectively decreased call lights by 37.8% and improved patient perception of care by 12 mean points.

### OTHER TYPES OF ROUNDS

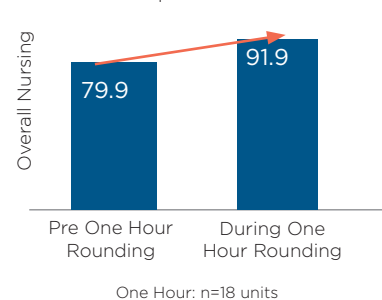
- Leader Rounding on Employees
- Leader Rounding on Patients
- Leader Rounding on Internal Customers
- Rounding on Physicians

HOURLY ROUNDING-CALL LIGHT REDUCTIONS  
1 Hour Rounding/29 beds  
> 37.8% reduction



\*Reduction for one-hour was statistically significant (p=.000)

HOURLY ROUNDING-PATIENT SATISFACTION INCREASE  
1 Hour Rounding  
> +12.0 point mean increase



One Hour: n=18 units

### CONTACT

**Tammy Keeler**, MPH  
Vice President, Partner Development  
850-620-1534  
Tammy.Keeler@studergroup.com

## ABOUT HURON

Huron helps clients navigate the challenges and opportunities created by industry transformation while satisfying today's business and operational needs. Committed to achieving sustainable results, its team of more than 1,200 dedicated consultants develop robust solutions that realize and maintain exceptional financial, organizational, and operational performance. As one of the largest healthcare consultancies in the country, Huron partners with clients to transform large-scale, multi-facility health institutions into high reliability organizations. Huron has:

- Improved revenue operations, developed a workforce optimization model, and completed a feasibility study of VistA as part of its 11-year relationship with the Veterans Health Administration
- Partnered with the Department of Defense (U.S. Army) to help it achieve high reliability
- Provided leadership development and coaching to the U.S. Department of Health and Human Services (IHS)
- Advised more than 450 commercial hospitals, ranging from community hospitals to national health systems

## CORE CAPABILITIES

- Clinical Documentation Improvement
- Clinical Operations Management
- Continuous Process Improvement
- Leadership and Engagement Coaching
- High Reliability Organization
- Organizational Change Management
- Revenue Cycle Improvement
- Supply Chain Optimization
- Strategy
- Technology

## THE TEAM



Comprehensive academic credentials in public health, supply chain, public policy, operations, research, multiple engineering disciplines, and business management



Clinically trained and credentialed in nursing, physical therapy, and other clinical areas



Certifications in health administration, lean principles, and business administration



Experienced in applying private-sector best practices to the public sector

## COMPANY INFORMATION

- Limited Liability Corporation
- Large Business
- NAICS
  - 541219 Other Accounting Services
  - 541611 Administrative Management and General Management Consulting Services
  - 541612 Human Resources Consulting Services
  - 541614 Process, Physical Distribution, and Logistics Consulting Services
  - 541618 Other Management Consulting Services
  - 541690 Other Scientific and Technical Consulting Services
  - 541990 All Other Professional, Scientific, and Technical Services
  - 611430 Professional and Management Development Training
- DUNS - 111367897
- CAGE - 3KVQ9

## CONTRACT VEHICLES



### Prime Contractor

Professional Services Schedule  
SINs 874-1 & 874-7

### Subcontractor

VA Transformation Twenty-One Total Technology (T4) Next Generation (NG) • Navy Seaport-e • GSA AIMS Schedule 541 • VA EPES BPA • CDC Global Data and Technical Assistance (G-DATA) BPA • CMS SPARC

## DIFFERENTIATORS

- **Side-by-side** implementation approach with a focus on all levels of the organization
- **Deep bench strength** of more than 1,200 highly qualified personnel
- **Innovative solutions** that are comprehensive, customized, and sustainable
- **Efficient execution** as projects are completed on time and within budget
- **Successful teaming** with small and large organizations, including SDVOSB, VOSB, WOSB and other minority-owned small businesses

## CONTACT

**Amanda Bonser**, MBA Managing Director  
678-468-0221  
abonser@huronconsultinggroup.com

**Holly Rohleder**, Director  
913-225-6785  
hrohleder@huronconsultinggroup.com