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Nurse-leader rounds: Effect on nurse-related patient satisfaction scores on two post-surgical units in an acute care facility

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Introduction: The best possible inpatient experience is a priority for many hospitals in today's model of healthcare delivery. Achieving and sustaining measurable success is a key challenge. Nurse leader rounds (NLR) has been revealed to be an effective improvement strategy in some hospitals.

Purpose: The purpose of this project was to analyse the impact of implementing daily NLR on patient satisfaction (PS) scores in two postsurgical units at Mount Sinai Beth Israel (MSBI) hospital in New York.

Design: This study used descriptive comparison to analyse survey data before and after Nurse Leader Rounds was implemented.

Setting: The study took place in an academic, urban, tertiary care hospital in two postsurgical units.

Methodology: This study used descriptive comparison to analyse existing survey data before and after NLR was implemented. The study took place in an academic, urban, tertiary care hospital in two postsurgical units. Data were collected using the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) survey reflecting questions to measure patient's perceptions of care, specifically, assessing the nurse related communication to examine if there was a relationship between NLR and PS scores.

Results: Patient perception data summarized in this study suggested that the implementation of NLR was associated with increased levels of patient satisfaction with communication (SC) with nurses following NLR in the inpatient setting on two post-surgical units. The results indicated significant difference between the pre and post scores of SC in nurse related questions referring to communication.

Conclusion: Effective implementation of NLR can improve patient perception of care. Improvements in nurse communication impacted PS. Areas for improvement were to focus on patient self-management of care and medication education.

Biography

Angela Babaev has completed her DNP from Drexel University. She has received her MSN from Leahman College and BS in Health Administration from St. Joseph College. Currently she is the Assistant Vice President of Education & Nursing Recruitment, Department of Nursing at SBH Bronx Health System. She is a Recipient of the Jonas Center for Nursing & Veterans Healthcare Award scholarship in 2014. She piloted first and subsequent annual Mount Sinai Beth Israel Research Days and Poster Presentation Events. She served as Chair of the Research Committee and a Judge at Nursing NLN1199 RN Symposium in New York. She is a member of AONE & ANPD associations. She is a Lecturer of PIN - Program for International Nurses and contributed to the development, implementation and served as Primary Instructor of NCLEX comprehensive review course for NCLEX RN Licensure Examination in collaboration with the Metropolitan Jewish Council, LaGuardia Community College and PBISON. Her research was funded by the Baron De Hirsh Foundation for the Education of Jewish Women. She served on the panel of item writing/item review, and established a recommended minimum standard of English proficiency specific to entry level nursing (TOEFL).

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