

Using Peer Champions for Validation

Presented by: Jane McLeod, Principal/Co-Founder of

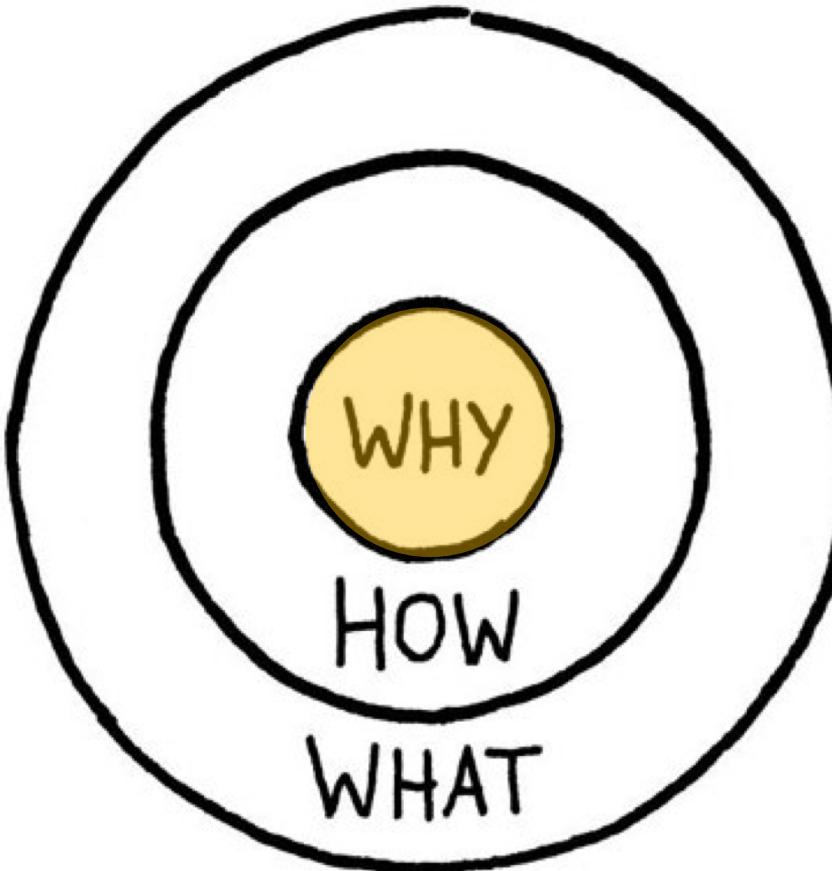


W W W . C A P S T O N E L E A D E R S H I P . N E T

RESOURCES

- Bedside Report/Purposeful Rounding Validation Tool
https://drive.google.com/file/d/12ocrl0Ab517W859W_nzIU17sla58EHg9/view?usp=sharing
- Validation Worksheet Template
https://drive.google.com/file/d/1_PBoOYjoE-fhtW_cy5IRgXlnUwcftqfb/view?usp=sharing
- SOLUTION – Validation Rounding
https://drive.google.com/file/d/1_9YUc5tXn-yXDwx0TAjY7JsWomXn1VFq/view?usp=sharing

The “WHY”



The “WHY”

Leaders cannot do it all – especially when it comes to validating change



The “WHY”

You want to know your training is effective.



4 Types of Validation

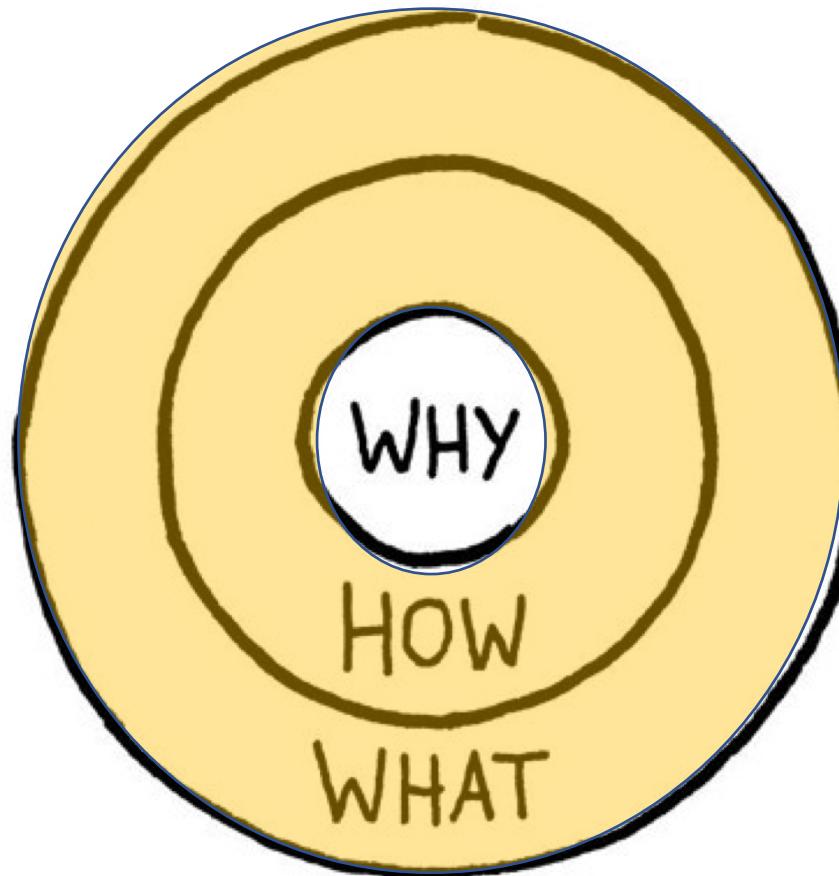
- #1 DATA, DATA, DATA
- #2 Ask the Patient
- #3 Ask the Nurse
- #4 Watch People Work

The “WHY”

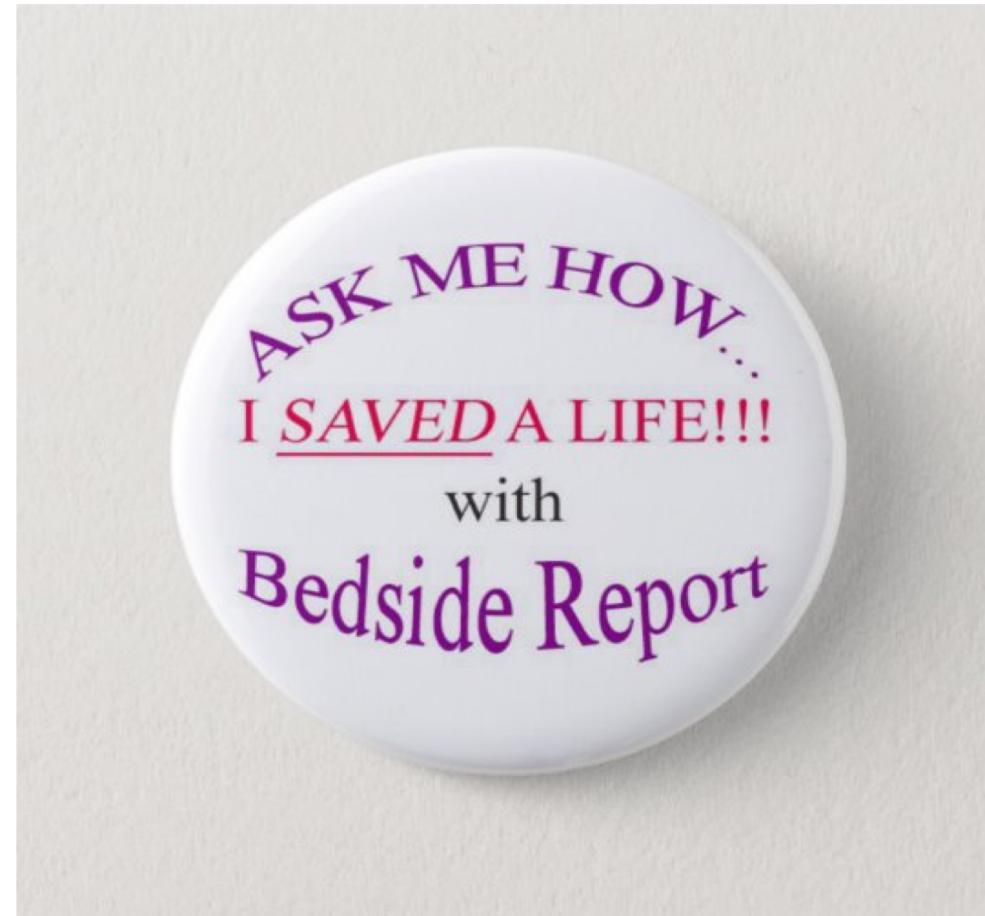
Change is difficult enough. Who wants their boss watching them?



The “WHAT and HOW”



Bedside Shift Report



RN Rounding with Physicians

“No Doc Rounds Alone”



Post DC Calls to Patients and Community Partners



Engaging Patients and Families in White Board Use

Patient Name: _____

Nurse: _____ Physician: _____

Date: _____ Room #: 202

TODAY'S GOALS: _____

DISCHARGE PLAN: _____

DIET: _____

Pain Medication: _____

Last Dose Received: _____ Next Available Dose: _____

Rounding			
07	08	09	10
11	12	13	14
15	16	17	18
19	20	21	22
23	00	01	02
03	04	05	06

0	1	2	3	4	5	6	7	8	9	10
No Pain 0	Mild 1-3	Moderate 4-6	Severe 7-9	Very Severe 10	Worst Pain Possible					

No BP or Lab Draws:
 Left Arm Right Arm

What You Have Scheduled Today:
 Lab Test Therapy
 X-Ray Procedure
 CT-Scan

Activity/Assistance:
 Cane Lift
 Gait Belt Wheelchair
 Walker Assist of 1 or 2

CALL, DON'T FALL!
Your safety is important to us.
Please call your nurse
for assistance
before getting out of bed.

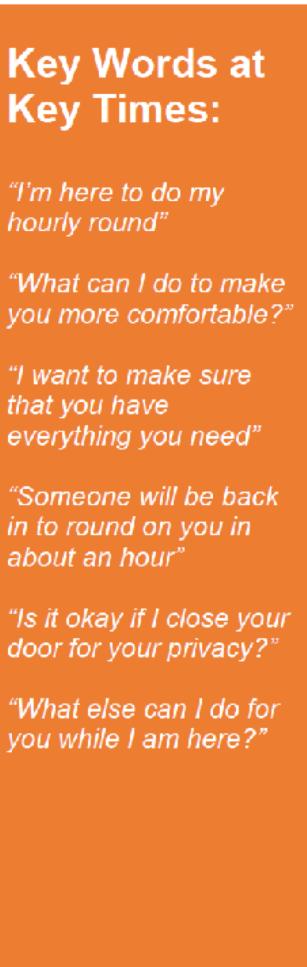


Teach Back

*“If they don’t do
what we want, we
haven’t given them
the right
information.”*

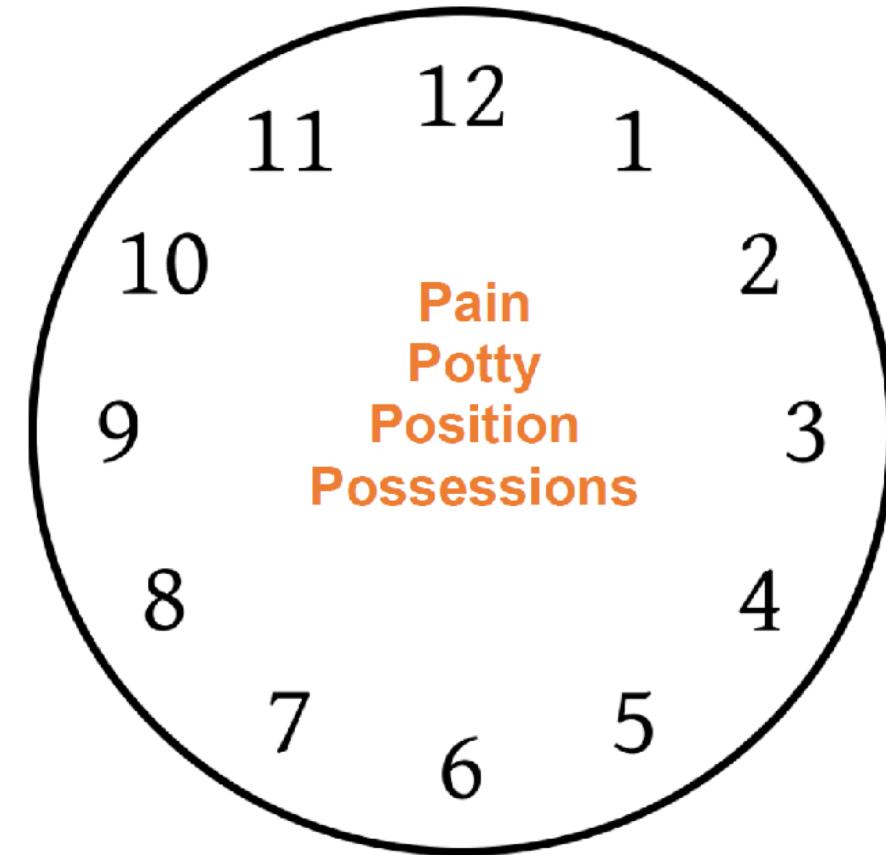
--Vice Admiral Richard Carmona
Former Surgeon General

Purposeful Rounding



Purposeful Hourly Rounding

Taking credit for all you do!



The 4 P's

- 1. PAIN:** *"How is your pain?"*
- 2. POTTY:** *"Do you need to use the restroom while I'm in here?"*
- 3. POSITION:** *"Are you comfortable?"*
- 4. POSSESSIONS:** *"Do you need me to move phone, call light, water pitcher, or over-bed table within reach?"*

Nurse Name:	Self assessment (Never, Sometimes, Usually or)	Date:	Evaluator Name:
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Physician Round Validations

ENTRANCE	Physician Name:	Date:	Evaluator Name:
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SAFETY/INFECTION	Dignity Health. Chandler Regional Medical Center
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WASHED/GEL HANDS	
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WARM WELCOME/PERSONAL	
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Acknowledged patient contact, handshake or	
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PURPOSEFUL HOUR PREPARATION	
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Asks about any pain needs - if patient is medicated for pain, asks	Gets RN for It Taken Name: _____
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Asks/encourages patient needs - if patient has not position recently, reports	Employee(s) Rounded
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Asks/encourages personal needs: empties urinal/urine needed	KEY WORDS OR QUESTIONS
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Personal items within reach (water, call bell, table)	Relationship Building/Feedback
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Acknowledged patient contact, handshake	Bundle Element:
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Asks additional questions	Purposeful (Hourly) Rounding
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"Is there anything else before I leave, I will be hour?"	Discharge/Follow-Up Phone Calls
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Sat at bedside - "hour?"	Whiteboards
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G.R.E.A.T. ENCOUNTER	Teach Back
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BEDSIDE SHIFT REPORT	Other: _____
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Introduce and manage patient	Validation (Patient) Rounding Summary
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G - Greet and Introduce	TIMEFRAME (Week or Month): _____
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R - Recap something about patient.	<input type="checkbox"/> Validation (Patient) Rounding
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Reviews patient care area	<input type="checkbox"/> Employee/Inter-disciplinary Rounding
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"Patient has their education needs met with medical staff"	<input type="checkbox"/> Data/Survey
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Identifies what is most important to patient this shift	<input type="checkbox"/> Competency
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A - Ask what questions patient has	Recommendation
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Visually inspects wound incisions, IV sites	Was f
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T - Tell them what you are doing	outpa
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Off-going thanks patient writes name on whiteboard	OPPC
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EMPATHY AND LISTENING	NOTA POSIT
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It Takes Two	CAPSTONE Leadership Solutions, Inc.
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RN rounded with physician	Validation Tactics
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Medication Purpose	Validation (Patient) Rounding
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(exhausted, hurting, can understand what you are saying)	Employee/Inter-disciplinary Rounding
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RN reviewed both purpose and potential side effect during administration	Data/Surveys
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Used listening before interrupting, nodding	Competency
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Gives Rounding card	
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Used empathy statement (exhausted, hurting, can understand what you are saying)	
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More on the “HOW”...

Tool to use for
**BEDSIDE SHIFT
REPORT**

ENTRANCE

SAFETY/INFECTION CONTROL

WARM WELCOME/BEDSIDE REPORT

VISUAL UPDATE

CLOSING HANDOFF

ENTRANCE

Knocked on door and asked permission prior to entering

Safety/infection control

Gel/Foam hands when entering and exiting patient room/area

WARM WELCOME / BEDSIDE REPORT

Acknowledged patient/family with eye contact, handshake, or touch

Used patient's name and introduced and managed up oncoming caregiver

Encouraged patient/family to participate and ask questions or add information

Reviewed patient care and plans for next steps, using patient friendly language

Reviewed education folder and medication sheets and used teach back

Checked the equipment and supplies in the room – IV's, Monitors, Tubes (chest tubes) etc.

VISUAL UPDATE

Updated the communication board (What is important to patient, Acceptable pain score, Time of next pain med, Name of care giver, etc.)

Cleared room of clutter and belongings in easy reach of patient

CLOSING HANDOFF

Caregiver leaving care thanked the patient for the opportunity to provide care

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Oncoming caregiver asked "Is there anything I can get for you now?" "I'll be back in about an hour."

More on the “HOW”...

Tool to use for
**PURPOSEFUL
ROUNDING**

ENTRANCE

SAFETY/INFECTION CONTROL

**WARM WELCOME/PURPOSEFUL
ROUNDS**

ADDRESSES/ANTICIPATES NEEDS

CLOSING/FOLLOW-UP

ENTRANCE

Knocked on door and asked permission prior to entering

SAFETY/INFECTION CONTROL

Gel/Foam hands when entering and exiting patient room/area

WARM WELCOME / PURPOSEFUL ROUNDS

Explained purpose of visit: "I am here to do my rounds to ensure you have all you need."

Bundles care during rounds – Completed other scheduled tasks and incorporates rounds

ADDRESSES/ANTICIPATES NEEDS

Asked about any pain needs. If recently medicated for pain, asks how the pain is being managed.

Asked about any position change needs – If patient has not changed position recently, repositions patient.

Asked about any personal toileting needs – Emptied urinal/bedpan if needed. If toilet training needed, encourages patient to bathroom.

Moved personal items within reach of patient (phone, water, call bell, table).

Assessed additional comfort or other needs

CLOSING/FOLLOW-UP

Asked patient and family "Is there anything else I can get you before I leave?"

Informed patient that "I will be back in about an hour."

Let's get way out there.....



Validation by the
other Employee
Driven Teams



In closing...



QUESTIONS?

CALL US!



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906.259.0542

JUST
J
S
TART

CAPSTONE
Leadership Solutions, Inc.