

## Validation Worksheet

**What change/skill is being validated/studied?**

**Who will do the validation?**

**After reviewing the methods on the next pages, which validation methods will be used (NOTE: it is recommended that you choose 2 or more methods):**

- Validation (Patient) Rounding
- Employee/Inter-disciplinary Rounding
- Data/Surveys
- Competency Evaluation (Testing/Observations)

## **Tactic 1: Validation (Patient) Rounding**

Validation Rounding is a conversation with a patient (and/or family member) to establish rapport, harvest recognition opportunities, assess employee performance, validate that performance expectations are being met, validate that processes are working, identify opportunities for service recovery, and to “manage up” the caregivers.

EXAMPLE of using validation (patient) rounding to study elements of the nursing bundle:

- *“Our goal is to be thorough in our communication about your care. Around the hours of 7am and 7pm, our staff changes in this unit. Can you tell me how the nursing leaving and the nursing coming on interact with you and/or your family during this time?” (Follow up with probing questions based on the response to assess if bedside shift report is happening per the established standard. Do not manage down staff to the patient if procedure isn’t followed.)*
- *“The information on this whiteboard is helpful in our efforts to have great communication about your care. During your stay, have you noticed information that is out-of-date or missing from the board? How often do you see it being updated?”*
- *“As healthcare providers, we are often providing patients with a lot of education and information. Can you tell me about a time during your care when staff met with you to provide education and the approach they used to provide you with the necessary information?”*

**What questions could we ask during validation (patient) rounding to validate this change/skill?**

## **Tactic 2: Employee/Inter-Disciplinary Rounding**

One-on-one rounding conversations are always purposeful when you have the right intent and questions; and adding an intent to validate is a good one. Changing up your rounding questions to target the nursing bundle element that you are validating can help keep rounding “fresh” and purposeful.

EXAMPLE rounding questions:

1. *What is working well with \_\_\_\_\_?*
2. *The goal is for \_\_\_\_\_ to be consistently practiced (every patient, every encounter, every time).  
What may be getting in the way of this consistency?*
3. *To make \_\_\_\_\_ even more impactful in improving patient care, what suggestions do you have?*

**What questions could we ask during employee rounding to validate this specific change/skill?**

### **Tactic 3: Data/Surveys**

When we only trust our gut (or subjective information) in regard to the current status of changes, we may not be armed with the knowledge needed to initiate, or continue, the drive to improve. Data and survey findings coupled with other validation tactics are necessary for a robust improvement process.

EXAMPLE: Data/Surveys to study an element of the nursing bundle:

- **Purposeful (Hourly) Rounding:** Call Light Volumes, Falls, Decubitus Ulcers, Patient Satisfaction (e.g., Responsiveness of Staff, Nurse Communication, Cleanliness), Nurse Satisfaction
- **Bedside Shift Report/Handoffs:** Occurrence Reports – Communication Related (errors, and good catches)
- **Discharge Phone Calls:** Readmission Rate, Patient Satisfaction
- **Teach Back:** Patient Satisfaction (e.g., Nurse Communication, Physician Communication, Discharge Information)
- **Whiteboards:** Patient Satisfaction (e.g., Nurse Communication, Pain)

**What data/surveys can we use to validate this specific change/skill (do we have baseline/trended data)? In essence, what metrics will move if this change is making a positive impact?**

#### **Tactic 4: Competency Evaluation/Observation**

##### **EXAMPLE: Nursing Bundle Competency Evaluation/Observation**

- Role Playing Demonstration – Nursing Bundle Skill Stations at Annual Nursing Skills Days
- Direct Observation – During Validation (Patient) Rounding
- Quiz/Test – Written or Oral – Incorporate into Annual Nursing Skills Day & On-line competencies (e.g., Mosby system)
- Simulation – 2x/year at Superior Simulation Center (unit-specific)

**How can we use one of more of these competency evaluation tactics to validate this change/skill?**

- Role Playing Demonstration
- Direct Observation
- Quiz/Test (Written or Oral)
- Simulation



**Results from Validation Method(s) Used:**

- Validation (Patient) Rounding
- Employee/Inter-disciplinary Rounding
- Data/Surveys
- Competency Evaluation (Testing/Observations)

**Recommendations for elevating/adjusting this practice and/or going greater consistency (every patient, every encounter, every time) of this practice:**