

Journey to Zero April 24, 2019 - Care Rounds feedback, Sharing Successes

## **CARE ROUNDS**

MD led rounds (CTU)

- OMs skilled at guiding MDs with getting information
- helps guide actions for MDs/residents
- prompts to MD to update patient/family with plan

4 Med

- OMs ask questions, calls team to rounds, address gaps

ICU-M

- “owned” by MD
- nurses must come prepared
- room to room, family present

Mental Health

- applying concepts to Renal Outpatient
- MRPs on call and chief present –can bounce ideas off each other

CCU

- keeping MDs focused (as they take multiple calls during rounds)
- family present at rounds

MDs see value of Care Rounds now

## **SHARING SUCCESS**

- weekly meetings
- repetition of standard work
- multiple resources/references for staff to use
- visual cues
- emphasize team/responsibility
- real time follow up/support/correction...even on weekends (calling in to unit)
- sharing cross-campus experiences/culture change
- thank staff, positive reinforcement/reward