

# Patient Experience

## INTENTIONAL ROUNDING



### Overview

Lone Star Communications provides comprehensive solutions to support intentional rounding in healthcare settings, enhancing both patient safety and satisfaction. By integrating technology with clinical best practices, LSC ensures consistent and effective rounding protocols are implemented across nursing units.

#### THE CHALLENGE

Many healthcare facilities struggle with inconsistent purposeful rounding practices across nursing units, leading to significant patient care challenges. When rounding is not performed effectively or uniformly, key aspects of patient needs may be overlooked. This inconsistency directly impacts both patient outcomes, satisfaction, and hospital performance metrics.



#### THE SOLUTION

In collaboration with Lone Star Communications, healthcare facilities have successfully implemented structured purposeful rounding initiatives to enhance patient care and satisfaction. By standardizing rounding practices and focusing on proactive engagement, nursing teams can consistently address patient needs, improving both safety and overall experience.



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### Elements of Engagement

**Proactive Patient Engagement**

Nurses address key patient needs during scheduled rounds to prevent potential issues before they arise.

**Enhanced Nurse-Patient Communication**

Training emphasizes active listening and meaningful engagement, fostering trust and improving patient experiences.

**Standardized Rounding Practices**

A uniform approach ensures every patient receives the same level of care and attention, reducing inconsistencies across nursing units.

**Use of the 5 P's Framework**

Purposeful rounding follows a structured approach to check Pain, Potty, Position, Possessions, and Pumps & Plugs.

**Reduction in Call Light Usage**

By proactively addressing patient concerns during rounds, the reliance on call lights decreases, allowing staff to manage time more efficiently.

**Continuous Staff Training and Re-Education**

Nurses participate in role-playing exercises and ongoing education to refine their rounding techniques.

**Real-Time Data Monitoring**

Technology-driven tracking provides real-time insights into rounding adherence, enabling timely interventions and process improvements.

### Results

By implementing a structured purposeful rounding strategy with Lone Star Communications, healthcare organizations have seen measurable improvements in key performance areas:

**Higher Patient Satisfaction:**

Patients report improved experiences and increased likelihood of recommending the facility.

**Improved Nurse Communication:**

Enhanced staff training leads to better patient interactions, strengthening trust and engagement.

**Reduced Patient Falls:**

A proactive approach to rounding minimizes safety risks and improves overall patient well-being.

**Increased Patient Loyalty:**

Hospitals experience stronger patient retention and positive reputation growth.

