Nurse Led Rounds in the Neonatal Intensive Care Unit

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Background
- 51 bed level IV NICU
- Nurses expressed concerns:
  - Lack of autonomy, lack of interdisciplinary plan of care, and difficulty obtaining timely orders
  - Family expressed concerns:
  - Continuity of care plan and consistent communication
- Survey scores (NRC Picker & NDNQI) reflecting nursing concerns

Methods

Phase 1: Communication Boards
Provided an area for parents:
- To ask questions for interdisciplinary team
- Updated per shift with date, care team names, phone numbers and care plan changes

Phase 2: Nurse-Led Rounds
RN Manager, RN Educator, & Fellow met to discuss expectations, work flow and questions for team
- Nurse: Update team on any pertinent patient history, significant events & nursing concerns
- Resident/Fellow: Review body systems
- Attending: Discuss changes in plan of care with team
- Nurse: Conclude rounds with recapitulation of the discussed plan of care & updates communication board

Phase 3: Scripting on Pain management added to nurse-led round template
Families hear/contribute to discussion of pain assessment & control during their participation in rounding

Results

Conclusions
- Good communication* 13.4% increase.
- “Consistent communication” 11.8% increase.
- “Pain control” 8.2% increase.
- NDNQI results increased by 0.22 for autonomy and interprofessional roll-up.
- Providers commended nursing staff on improved communication and knowledge of patients.
- Nurses expressed increased satisfaction with providers promptly entering orders during rounds.
- Increase in overall family satisfaction.
- Less concerns voiced to nursing leadership in regards to communication.