

Abstract

The healthcare industry is competitive and complex requiring nursing leaders to develop creative strategies to improve the quality of patient care, satisfaction, and patient's outcome. The Center for Medicare and Medicaid Services (CMS) has developed a Value-Based Purchasing program established by the Affordable Care Deficit Reduction Act of 2005 that compensates health care providers based on the quality of care, rather than volume of patient services (CMS, 2017). The primary goal and initiatives required by the CMS are to increase patient's satisfaction and safety in the United States healthcare system. Nursing leaders around the country are developing strategies on how to increase patient's satisfaction and safety while lowering medical cost (Powers, 2018). One proven intervention to improve patient satisfaction and security will be the use of nurse rounding in the hospital setting. The impacts of nurse rounding have been authenticated in the literature as enhancing the overall patient's satisfaction and quality of care (Tussing, 2015).

The charge nurse-led customer service rounding was initiated to the 27 beds medical-surgical unit to elicit patient feedback in real time and to change staff attitudes to increase patient's satisfaction. The rounding and feedback effectiveness were measured through the Press-Ganey Satisfaction scores publicly published by the Hospital Consumer of Assessment of Healthcare Providers and Systems (HCAHPS). The HCAHPS result of the June intervention month with 71% compliance of customer service nurse rounding showed an increased in patient's satisfaction score in nurse communication, responsiveness, pain management and discharge information in comparison to the May non-intervention month. The July month with 50% compliance of the charge nurse rounding showed a decrease in patient's satisfaction on four domains measured (Table 3). However, patient discharge information percentile rank for June and July HCAHPS score increased to 1.2% (Fig.2).

The determinants of the patient's satisfaction scores can be associated with the compliance of nurse rounding, completion of the returned surveys and the post-rounding huddle. Furthermore, the nursing leadership of the organization needs to support the program and decrease the workload of charge nurses to increase the goal of improving patient's satisfaction.