

# Partnering for Patient Safety: The PCT Rounding Initiative

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## INTRODUCTION

### Background:

Patient falls are a major issue in healthcare, causing injury, death, more extended hospital stays, and higher costs. Since most falls are preventable, proactive strategies are essential. Patient satisfaction is also crucial for quality care; engaged patients whose needs are met tend to have a better hospital experience.

### Purpose:

Increased and standardized PCT (Patient Care Technician) rounding offers a promising approach to addressing both falls and patient satisfaction by ensuring regular patient contact, proactive identification of needs, and timely intervention.

### Framework:

- This project utilizes the Plan-Do-Study-Act (PDSA) cycle to guide the implementation and evaluation of increased PCT rounding initiatives.

### Objectives of Poster:

- Attendees will recognize the critical link between consistent patient rounding protocols and a reduction in inpatient fall rates.
- Attendees will articulate how consistent and purposeful patient rounding enhances the overall patient experience and positively impacts patient satisfaction metrics

## METHODS

The impact of this intervention will be evaluated through pre- and post-implementation data analysis, measuring fall rates, patient satisfaction scores, and the consistency of rounding practices. This project will demonstrate that standardized, scripted PCT rounding improves patient outcomes and enhances the overall quality of care.

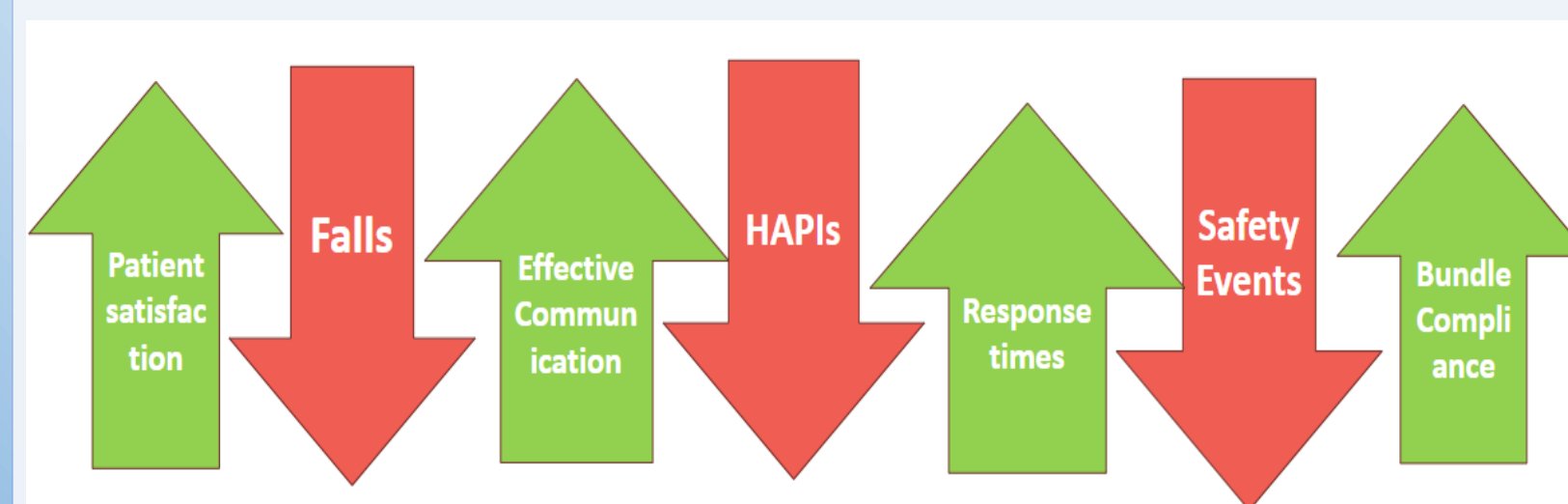
### Methods:

**Purpose/Goal:** By proactively increasing Patient Care Technician (PCT) rounding, we can enhance patient safety through timely assistance and improve satisfaction by fostering more frequent and attentive interactions.

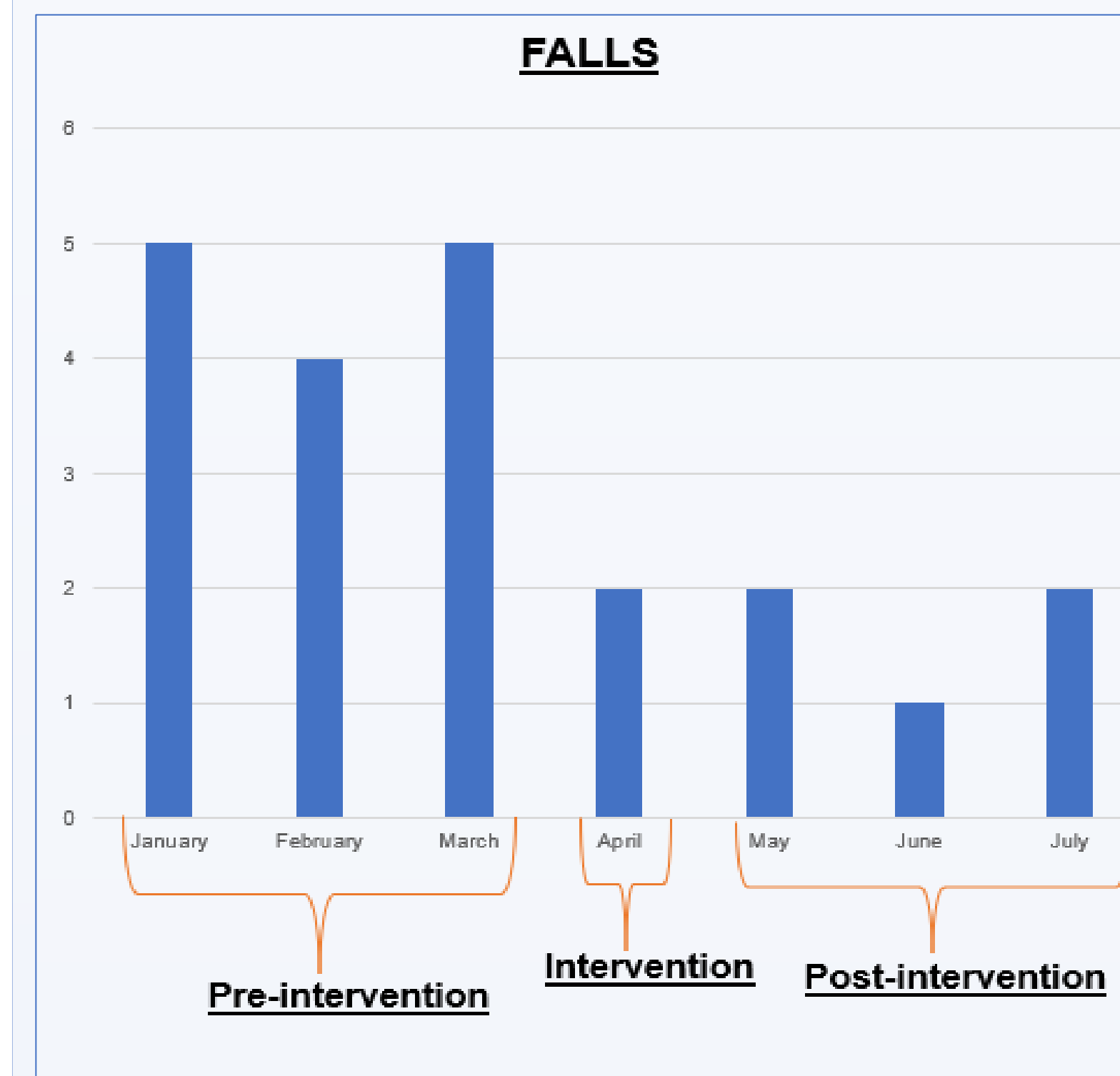
**Times:** nightshift 0500-0600; dayshift 1700-1800

**Tasks:** bedside handoff/report, urinary catheter care, toileting, turn and repositioning, bed linens, bed alarms/chair alarms, ensure safety bundles are in place, ADLs

**Scripting:** Hi, it's \_\_\_\_\_. It's almost shift change, and I'm coming in to ensure you're comfortable and to see if you need anything before I leave for the day. The beginning of the shift can be a bit busy, and we want to ensure you're taken care of. The nurses will soon be completing a bedside handoff report. Is there anything you need that I can help you with right now before they come in?



## RESULTS



The average fall rate decreased from **4.67** (pre-intervention, 3 months) to **1.67** (post-intervention, 3 months), representing a **64.24%** reduction. Notably, the fall rate was 2.00 in April, the month the intervention began.



Patient satisfaction improved from **34.5%** in January to **53.4%** in July, representing an **increase of 54.78%**.

## CONCLUSIONS

### Interpretation/Relevance:

By increasing patient rounding and actively engaging patient care technicians, we can enhance patient satisfaction, reduce the incidence of falls, and improve adherence to critical safety bundles, ensuring a safer environment for everyone.

The PCT Power Hour initiative has been highly effective, leading to a 54.78 % rise in patient satisfaction (specifically "got help as soon as wanted") and a substantial 64.24% reduction in falls.

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## ACKNOWLEDGEMENTS

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