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Impact of implementing hourly rounding on improving patient satisfaction: A literature review

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Abstract

Background: Nursing rounds are an implementation of Relationship Based Care. Implementation of nursing rounds allows nurses to have reciprocal relationships with patients and families on a regular and systematic basis. Periodic rounds have been used throughout the world in nursing care to anticipate patient needs while utilizing evidence-based interventions.
Purpose: To determine the effectiveness and impact of implementing hourly rounding on improving patient satisfaction
Method: A literature review design. The databases used include Google Scholar, Pubmed, and Semantic Scholar. English keywords employed are "hourly rounding", "nursing rounds", and "patient satisfaction". Articles were included if they involved nurses in hospitals or health profession students, with no limit on sample size, and encompassed experimental, quantitative, and qualitative research. Only full-text articles in Indonesian or English published in the last 5 years (2019-2023) were considered.
Results: The analysis identified two main topics: the effectiveness of implementing periodic nurse rounds and Nursing Rounds Implementation Management. Overall, the implementing periodic nurse rounds has been shown to meet patient care needs, ensure patient safety, reduce the incidence of patient falls, decubitus ulcers, and medication errors.
Conclusion: The implementation of regular nurse rounds every two hours has been proven to increase nurse caring behavior and patient satisfaction. However, the effectiveness of its implementation is influenced by the nurse's ability to manage time.

Keywords: Hourly Rounding; Nursing Rounds; Patient Satisfaction.

INTRODUCTION

Increasing competition between hospitals requires hospitals to make every effort to provide high quality health services so as to increase patient satisfaction. The quality of nursing services is an important factor for inpatient satisfaction. Several factors from the nursing aspect that influence patient satisfaction include the relationship between the patient and the nurse, suitability of nursing care, trust in the nurse, continuous nursing care, the nurse's response to the patient's needs, and the nurse's time in handling the patient (Shin, & Park, 2018). Implementation of nursing practices using protocols needs to be prepared to ensure regular and proactive examinations/observations are carried out on patients being treated in hospital to reduce nursing services that are missed by nurses (Allari, & Hamdan, 2023).

Regular nursing rounds are a practical approach to patient care that can help improve patient satisfaction scores during hospital care (Sobaski, Abraham, Fillmore, McFall, & Davidhizar, 2008). The nursing staff carries out periodic rounds to check the

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patient's condition during a certain time. Nurses assess the environment and take action to improve patient safety, develop nurse-patient communication, and improve the quality of patient care (Allari, & Hamdan, 2023). Regular nursing rounds are a best practice intervention to routinely meet patient care needs, ensure patient safety, reduce the incidence of patient falls, decubitus ulcers, and medication administration errors. Apart from that, regular nurse rounds can also reduce the use of nurse call bells by patients (Ram, John, & John, 2019). With good communication skills possessed by every nurse, patients have assurance, security, comfort and satisfaction with nursing services.

In addition, the quality of nursing services can be achieved through the implementation of the nursing round program. 80% of health services in hospitals are provided by nurses (Reilly, Bennett, Fosnocht, Williams, Kangovi, Jackson, & Ende, 2015). Nurse satisfaction, comfort and communication have become important issues to date. Nurses' communication skills rank second after ease of physical and financial access in terms of patient satisfaction (Astuti, Novita, & Supardi, 2021). Nursing rounds are one implementation of Relationship Based Care. Implementation of nursing rounds allows nurses to have reciprocal relationships with patients and families on a regular and systematic basis. Nursing rounds also demonstrate the presence of nurses for patients and families to help anticipate the patient's needs during hospitalization, provide comfort and protection for the patient. Developing and implementing a patient safety culture in hospitals is very important in providing patient-focused care (Ram, John, & John, 2019).

The role of the nursing service manager is very important to ensure the quality of nursing services provided by nurses. Patient satisfaction is a concrete criterion for evaluating the health services provided. Providing resources is important for the process of achieving patient satisfaction (Yee, Edwards, Dixon, & Gleason, 2009). Efforts to improve the quality of nursing services can be made through identifying failures in meeting patient needs and expectations, planning and implementing training for nurses (Karaca, & Durna, 2019).

RESEARCH METHOD

The method used in searching for data sources in this Literature Review is by searching databases from PudMed, Semantic Scholar and Google Scholar. The keywords used in English are " Hourly Rounding", "Nursing Rounds" and "Patient Satisfaction" . Journals from these databases are selected based on inclusion criteria, namely samples consisting of nurses in hospitals and without sample limitations . This Literature Review includes experimental research designs, quantitative research, and qualitative research, with full text available in Indonesian or English. Literature search done on a range 2019-2023. The articles were selected according to PRISMA guidelines. After searching the databases, a total of 11.388 articles were found. The researcher first removed 8.621 duplicate articles. The second stage of selection, based on titles and abstracts, resulted in 8 articles being included in the review.

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RESEARCH RESULTS

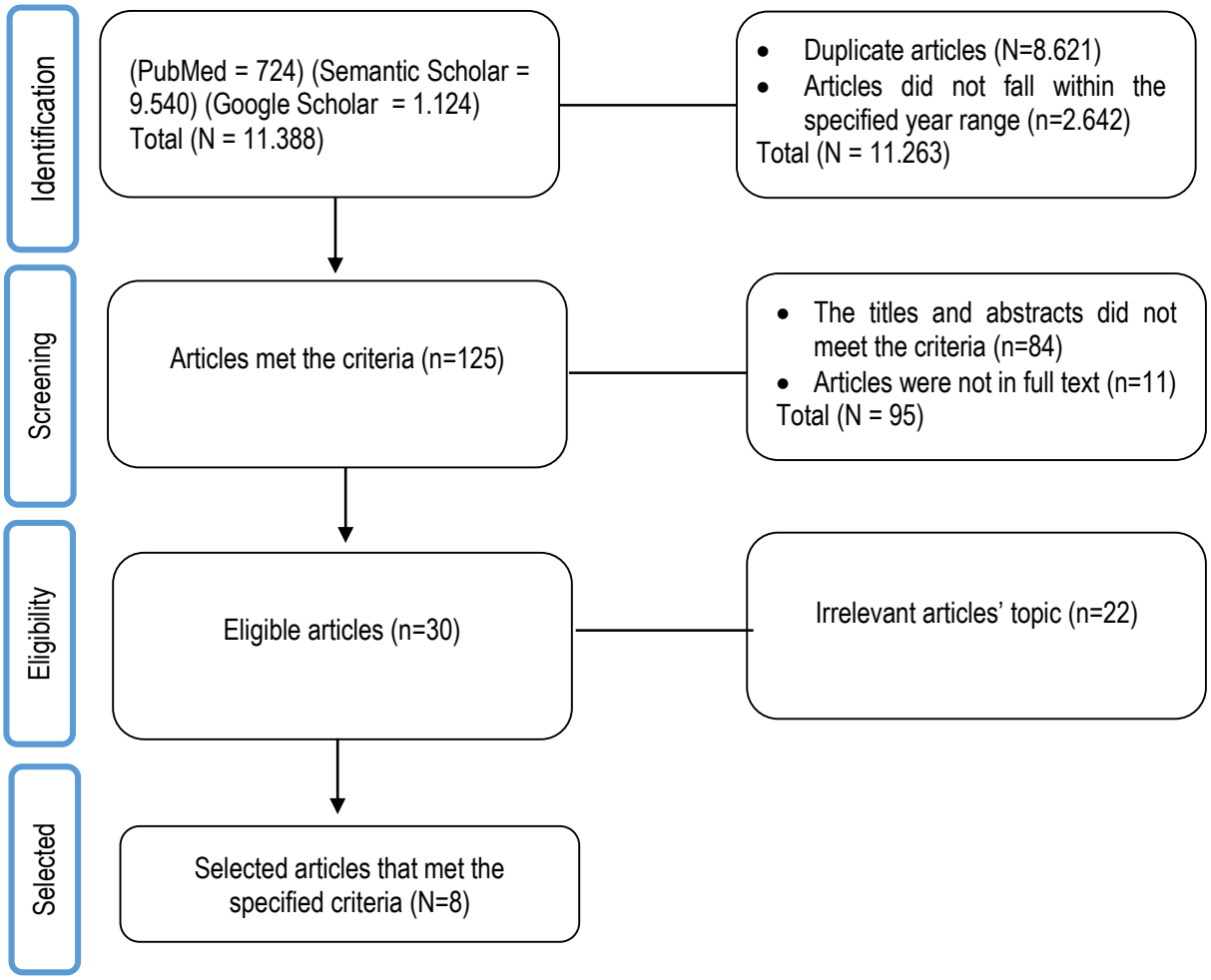


Figure: PRISMA Flow Diagram

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Table Summary of the Articles' Review

(Author, Year) (Country)	Purpose	Method	Results
(Astuti et al., 2021) (Indonesia)	To find out the systematics of the NEPIL (Pain, Elimination, Position, Infusion and Environment) nursing rounds on patient satisfaction.	Quasi experimental research design pre and post design with control group.	There is a significant difference before and after the nurse round with NEPIL which is done every 2 hours. There is a significant influence of nurse round with NEPIL, patient care class on increasing patient satisfaction statistically.
(Mulugeta et al., 2020) (England)	To determine the effect of hourly nursing rounds on patient satisfaction with nursing care.	Quasi experimental.	Patients in the intervention group had higher satisfaction scores than patients in the control group on the second day of hospitalization, although not statistically significant. There was a significant difference in the average satisfaction score on the fifth day of hospitalization (from 71.02 ± 14.37 in the control group to 79.69 ± 12.21 in the intervention group.
(Allari & Hamdan, 2023) (Netherland)	To examine Jordanian nurses' perceptions of caring behaviors and hourly rounds and to assess the correlation between perceptions of caring behaviors and hourly rounds.	Cross-sectional correlational descriptive design.	There is a strong positive correlation between caring behavior and hourly rounds, there is a positive correlation between caring behavior variables and increasing age, there is a positive correlation between caring behavior variables and nurses working in private hospitals, and there is a positive correlation between caring behavior variables and care units.
(Brosinski et al., 2020) (USA)	To see the difference in patient satisfaction scores between those who underwent nursing rounds and those who did not undergo nursing rounds.	Quasi experimental.	There was a positive relationship between hourly rounding and patient satisfaction scores. Although compliance with hourly rounding was low, patient satisfaction increased on the variables patient satisfaction, patient perception of nurse attitude, and health care team answers all patient questions.

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(Author, Year) (Country)	Purpose	Method	Results
(Al Balushi et al., 2023) (Saudi Arabian)	To evaluate the effect of 2-hour nursing rounds on nurse satisfaction.	The research design used cross sectional.	Nurses believe that structured two-hour rounds (2HRN) improve time management skills, nurses are able to implement two-hour rounds once in all shifts (morning, afternoon, and night shifts). Nurses also agree that two-hour rounds provide value and benefits for patients and for nurses themselves. There is a significant relationship between the level of qualification and the ability of nurses to manage time.
(Özşaker et al., 2021) (Turkey)	To determine the Perception of Nursing Services and the Level of Satisfaction of Surgical Patients	Cross-sectional descriptive design.	There was a statistically significant relationship between Newcastle Satisfaction with Nursing Care Scale scores and Patient Perception of Hospital Experience with Nursing Scale scores ($r = 0.665$; $p = 0.001$). There was a statistically significant difference between the average Newcastle Satisfaction with Nursing Care Scale scores and education level, chronic disease, type of hospitalization, number of patients in the room ($p < 0.05$).
(Di Massimo et al., 2022) (Switzerland)	To explore the effect of intensive rounds, proactive patient monitoring with standardized methods, on falls and pressure ulcers.	The research design uses Cluster Randomised.	The intensive round method reduced the incidence of falls or pressure ulcers by 50% during hospitalization compared to standard care. There was a relevant and statistically significant difference in the incidence of falls.
(Roustaei et al., 2023) (USA)	To examine the effect of regular nursing rounds on patients' comfort, satisfaction, and violence against nurses.	Research design using quasi-experimental study	There were statistically significant differences between the mean scores of satisfaction with nursing care ($p < 0.001$), comfort ($p < 0.001$), and violence against nurses ($p = 0.041$) between the intervention group and the control group.

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DISCUSSION

The effectiveness of implementing nurse rounds in increasing patient satisfaction, it is important to consider the literature that discusses this topic (Morton, Brekhus, Reynolds, & Dykes, 2014). Several relevant references provide insight into the training aspects regarding the implementation of regular nurse rounds every 1-2 hours to improve the nurse-patient relationship so that patients become satisfied with nursing services. Apart from that, regular rounds carried out by nurses also provide many benefits, namely training effective communication between health workers, increasing their knowledge and skills. Regular round training of nurses using NEPIL (Pain, Elimination, Position, Infusion and Environment) has an influence in increasing patient satisfaction. Nurses successfully apply it when interacting with patients (Wulandari, Rachmawaty, Ilkafah, & Erfina, 2021). These findings support the idea that nurse round training makes a significant contribution to patient satisfaction with aspects of communication, monitoring and nurse presence (Weisgram, & Raymond, 2008).

Nurses' perceptions regarding regular nursing rounds also contribute to the effectiveness of their implementation (Sheela, & Malarvizhi, 2023). Some nurses think that implementing regular nursing rounds will only increase their workload. Nurses also believe that these periodic rounds will only prevent them from focusing on patients who need their attention more. This could be due to a lack of training regarding regular rounds of nurses every two hours or a lack of work commitment on the part of the nurse (Mulugeta, Afenigus, Wagnew, Haile, Tadesse, & Kibret, 2020). By implementing effective regular nursing rounds, nurses' skills in managing time and prioritizing can improve. Periodic nursing rounds can be integrated with daily nursing practice so that it provides benefits for the nurse and especially felt by the patient. Through regular rounds, nurses can monitor changes and deterioration in the patient's health condition so that they can quickly and precisely manage the patient (Al Balushi, Al Adawi, Al Hashmi, Al Habsi, & Al-Habsi, 2023).

Regular nursing rounds are a best practice intervention to routinely meet patient care needs, ensure patient safety, reduce the incidence of patient falls, decubitus ulcers, and medication administration errors. Apart from that, regular nurse rounds can also reduce the use of nurse call bells by patients (Lobatch, & Wise, 2019). Good nurse performance will provide a satisfying experience for patients and families. Intense meetings every 2 hours conducted by nurses are expected to be able to explore various patient needs and facilitate various needs related to improving the patient's health while being treated in hospital (Lutz, Crouch, & Sanchis, 2022). Nursing services describe the experiences of patients and families in interacting and communicating with nurses. Nurse satisfaction, comfort and communication have become important issues to date. Nurses' communication skills rank second after ease of physical and financial access in terms of patient satisfaction (Özşaker, Sevilmiş, Özcan, & Samast, 2021). Through regular rounds carried out by nurses, nurses directly hone their communication skills (Roustaei, Sadeghi, Azizi, Eghbalian, & Karsidani, 2023).

The implementation of regular nurse rounds has an impact in improving relationships where nurses are more responsive to patient needs (Brosinski, & Riddell, 2020). Intense interaction between nurses and patients can produce good relationships to create cooperation in resolving patient health problems. Intense interaction is carried out through regular rounds scheduled by nurses to meet patient needs while undergoing treatment at the hospital. Implementation of rounds is not influenced by patient treatment class. Nurses provide uniform care to each patient, without distinguishing between social, economic, educational and cultural status. The research results show the effectiveness of implementing regular rounds of nurses every two hours (Gormley, Costanzo, Goetz, Israel, Hill-Clark, Pritchard, & Staubach, 2019).

Special attention is needed for nurses who have not succeeded in implementing regular nursing rounds. Factors that cause nurses to fail in carrying out regular nursing rounds every two hours need to be identified (Meade, Kennedy, & Kaplan, 2010). The role of nursing leaders in exploring obstacles and challenges in implementing regular nursing rounds plays a major role. The success of the implementation of periodic rounds every two hours is controlled by the nursing leadership who intensively

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carries out periodic evaluations. Nursing leaders can involve the ranks of staff under their control starting from shift PJ level, room heads, to supervisors/heads of inpatient departments. Apart from that, proper planning starting from the process and policy of regular rounds every two hours plays an important role in overcoming obstacles that arise. Several topics of obstacles expressed by nurses include time constraints, the perception of being too busy due to the large number of patient action plans, the burden of round documentation, fluctuations in the number of patients, and the level of patient emergency (Di Massimo, Catania, Crespi, Fontanella, Manfellotto, La Regina, De Carli, Rasero, Gatta, Pentella, Bordin, Croso, Bagnasco, Gussoni, Campani, Busca, Azzolina, & Dal Molin, 2022). Strategies for overcoming obstacles to implementing regular nursing rounds need to be discussed together with the hospital leadership if the decision involves relevant office holders (Kalman, Olrich, & Nigolian, 2008).

CONCLUSION

The implementation of regular nurse rounds has shown effectiveness and significant impact on patient satisfaction in hospitals. However, to maximize the implementation of regular nurse rounds, it is essential to provide consistent support through monitoring, standardized training, and ongoing evaluation to ensure the success of its implementation. The role of the nursing service manager is very important to ensure the quality of nursing services provided by nurses.

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