

Studer Group Hourly Rounding Checklist

Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality, and Experience Emergency Nursing Certification (CEN): Self-Assessment and Exam Review Services Labor Report Healthcare's Path Forward: How Ongoing Crises Are Creating New Standards for Excellence Tests RS Means Interior Cost Data RS Means Repair & Remodeling Cost Data Audiotapes Means Building Construction Cost Data, 1996 Building Construction Cost Data Building Construction Cost Data, 2000 Means Building Construction Cost Data, 1995 2005 Repair and Remodeling Cost Data Barriers Encountered by Nurses and Nursing Assistants that Prevent Purposeful Rounding Savings and Loan News Means Open Shop Building Construction Cost Data, 1997 Electronic Design DSH Abstracts Open Shop Building Construction Cost Data (2003) James Merlino Christina Dempsey Jayne McGrath Bureau of National Affairs (Arlington, Va.) Thomas H. Lee Richard C. Sweetland R S Means Company Bittinger R S Means Company R. S. Means Company, Incorporated R S Means Engineering Mar Joseph B. Odias Means, R. S., Staff Phillip Waier Service Fanatics: How to Build Superior Patient Experience the Cleveland Clinic Way The Antidote to Suffering: How Compassionate Connected Care Can Improve Safety, Quality, and Experience Emergency Nursing Certification (CEN): Self-Assessment and Exam Review Services Labor Report Healthcare's Path Forward: How Ongoing Crises Are Creating New Standards for Excellence Tests RS Means Interior Cost Data RS Means Repair & Remodeling Cost Data Audiotapes Means Building Construction Cost Data, 1996 Building Construction Cost Data Building Construction Cost Data, 2000 Means Building Construction Cost Data, 1995 2005 Repair and Remodeling Cost Data Barriers Encountered by Nurses and Nursing Assistants that Prevent Purposeful Rounding Savings and Loan News Means Open Shop Building Construction Cost Data, 1997 Electronic Design DSH Abstracts Open Shop Building Construction Cost Data (2003) James Merlino Christina Dempsey Jayne McGrath Bureau of National Affairs (Arlington, Va.) Thomas H. Lee Richard C. Sweetland R S Means Company Bittinger R S Means Company R. S. Means Company, Incorporated R S Means Engineering Mar Joseph B. Odias Means, R. S., Staff Phillip Waier

the proven model for driving positive organizational change cleveland clinic has long been recognized for driving some of the best clinical outcomes in the nation but it was not always a leader in patient experience there was a time when this revered organization ranked among the lowest in the country in this area within ten years however it had climbed to among the highest and has emerged as the thought leader in the space how did cleveland clinic turn itself around so effectively and so quickly more important how can you do the same with your

organization in gripping visceral on the ground fashion service fanatics reveals the strategies and tactics the clinic applied to become one of today s leading patient experience healthcare organizations methods that seamlessly translate to any business seeking to improve its customer experience this strategic guide covers how the clinic s leaders redefined the concept of patient experience and developed a strategy to improve it critical lessons learned regarding organization recruitment training and measuring service excellence ways in which the clinic aligned its entire workforce around its patients first strategy how leaders improved the critical element of physician communication rather than view patients simply as sick people who need treatment cleveland clinic sees them also as important stakeholders in the organization s success patients are customers who desire pay for and deserve the best possible care and experience during what is often a challenging time in their lives featuring customer service case studies as well as invaluable insight from c level executives at top corporations in various industries service fanatics provides actionable lessons for any manager and business leader beyond healthcare whether you run a healthcare institution nonprofit or for profit business service fanatics will help you create the kind of customer experience that promises to transform your organization into an industry powerhouse

an indispensable guide to reducing the suffering of patients and caregivers alike and to improving healthcare delivery for all in our efforts to treat patients cure illness and manage institutions healthcare professionals too often overlook the fundamental purpose everyone in the industry shares to alleviate suffering press ganey s chief nursing officer christina dempsey has worked everywhere in healthcare from the ward floor to the hospital boardroom she has also experienced the system as a patient and as a family member of a critically ill patient in the antidote to suffering this 30 year healthcare veteran and patient experience thought leader argues that the key to improving healthcare is to reduce the suffering physical psychological and emotional of patients and caregivers alike through compassionate connected caretm drawing on her 360 degree perspective dempsey offers a comprehensive detailed evidence based plan that addresses the clinical operational cultural and behavioral dimensions of care that every patient and caregiver experiences in every setting when suffering decreases dempsey argues outcomes improve for patients and those who care for them a virtuous cycle takes hold leading to increases in morale loyalty and productivity and results in a culture that drives quality safety and value it paves the path for creating a new national healthcare culture one that values compassion fosters efficiency and drives innovation the antidote to suffering is the first book to explore the pervasiveness of suffering in our healthcare system and to provide the strategies and tools to identify and measure suffering throughout your organization create a system in which every clinical response is informed by compassion operationalize staff behavior to promote meaning and purpose increase productivity by building a culture of collaboration reducing human suffering isn t just a moral imperative for healthcare providers it s a practical way to improve organizations and fix our broken system without sacrificing the respect dignity and compassion we all deserve

the most thorough and up to date review available for the certified emergency nurse exam emergency nursing certification is a complete step by step guide that thoroughly covers everything you need to know to pass the certified emergency nurse cen examination presented in short easy to read chapters the book includes subject specific practice exams allowing you to target your study and quickly identify weak areas in addition the key points and knowledge competencies features highlight what s important to know for the exam and alerts you to the number of questions you should expect on every given topic everything you need to pass the certified emergency nurse cen exam core areas of emergency nursing practice arranged by body system valuable test taking tips to help you perform your best on the exam practice questions at the end of each chapter with multiple choice questions and complete answer explanation content covers every topic you will see on the exam including cardiovascular emergences gastrointestinal emergencies neurologic emergencies maxillofacial and ocular emergencies orthopedic and wound emergencies respiratory emergencies medical emergencies and communicable diseases professional issues

from the author of the epidemic of empathy in healthcare and the good doctor comes a book that explores how the pandemic and other crises revealed what excellence in healthcare truly means and presents an action plan to achieve it the goal of healthcare has always been to reduce suffering but three perfect storms of recent years the health storm produced by the covid 19 pandemic the economic storm that resulted from its disruptions and the social storm that followed the murder of george floyd which sparked fresh outrage at longstanding inequities have sharpened and added important nuances to our understanding of what that means in healthcare s path forward thomas lee explores how the work of healthcare is being transformed by a deeper knowledge of what suffering means for patients their families and healthcare providers themselves to respond healthcare organizations must deserve earn and build the trust of patients deserve earn and build the trust of the healthcare workforce build a resilient high reliability culture with a broadened concept of safety build an inclusive culture that treats every patient and every employee with respect extend patient centeredness to embrace consumerism and work relentlessly to remove friction from the patient experience respond to the imperatives of the new marketplace for high value care focused on long term outcomes lee uses data to demonstrate trends and insights into how health systems can thrive offers examples of organizations making major advancements and provides specific practical recommendations for healthcare leaders clinicians and other caregivers this book is a thoughtful impassioned call to work toward excellence and forge healthcare s path forward together

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purpose the aim of the study was to identify barriers encountered by registered nurses rns and nursing assistants nas that prevent purposeful hourly rounding background the literature has shown that purposeful rounding improves patient outcomes and safety however few studies show the barriers encountered by nursing staff that hinder the purposeful rounding process methods a pre post test design was implemented on a 25 bed oncology urology medical surgical unit with a staff of 38 rns 9 nas and 4 unit secretaries us a pre implementation needs assessment survey was completed by 55 21 38 of rns 33 3 9 of nas and 100 4 4 of us it was followed by an intervention in the form of in services during huddles and a purposeful rounding checklist a post intervention survey was completed by 29 11 38 of rns 56 5 9 of nas and 25 1 4 of us to evaluate the effectiveness of the intervention results the pre intervention survey revealed that 86 18 21 of rns 100 3 3 of nas and 100 4 4 of us believed better rn na communication was needed to do purposeful rounding the post intervention survey found that 64 7 11 of rns and 60 3 5 of nas were more likely to communicate with their rn na partner about the patient s comfort and safety needs immediately after a purposeful round recommendations it is recommended that rn and na unit champions be designated to role model communication between rns and nas during purposeful rounds and that staff use the purposeful rounding checklist in order to improve teamwork and patient care

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