

# IMPROVING CAREGIVER SATISFACTION WITH CARE THROUGH INTENTIONAL LEADERSHIP ROUNDING

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## OBJECTIVES

1. Reflect on caregiver's need for great communication, teamwork, and having their fears, issues, and concerns heard and validated by a leadership team in order to help improve caregiver satisfaction scores
2. Understand the value of nursing leaders role in improving caregiver satisfaction scores
3. Describe the process for implementing leadership rounds

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## RENAL AND GI UNIT

- 20 Unit Bed
- 1 Director
- 2 Managers
- 1 CNL
- 1 Education Coordinator
- 42 RNs
- 9 Techs
- 4 Secretaries

Diagnoses:

- Renal Disease
- Kidney Transplant
- Bowel Disease
- Sickle Cell
- Genetic Disorders
- ALTEs (altering life threatening events)
- Ingestion

Cook Children's

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**Raise your hand if your organization/unit currently does leadership rounding with caregivers**

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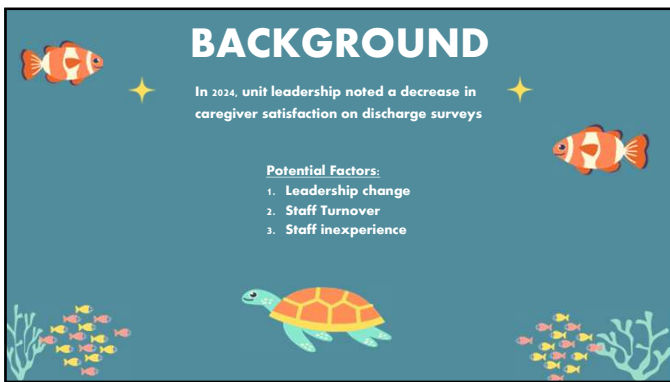
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**BACKGROUND**

In 2024, unit leadership noted a decrease in caregiver satisfaction on discharge surveys

**Potential Factors:**

1. Leadership change
2. Staff Turnover
3. Staff inexperience

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**PURPOSE STATEMENT**

To enhance caregiver satisfaction and likelihood-to-recommend scores by implementing intentional and consistent leadership rounding with caregivers.

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**IMPLEMENTATION STRATEGIES**

Act Plan Do Study

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**REFLECTION ON CAREGIVER NEEDS**

Reflection on caregiver needs

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**WHAT EMOTIONS MIGHT YOU BE FEELING IN THIS MOMENT?**

What emotions might you be feeling in this moment?

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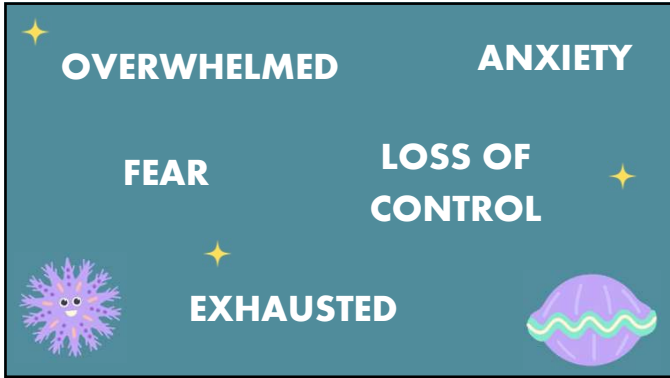
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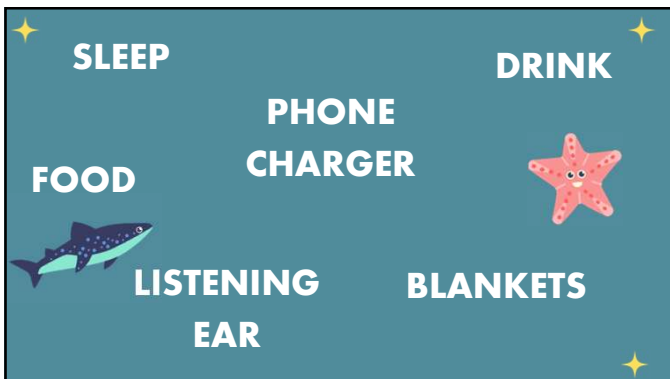
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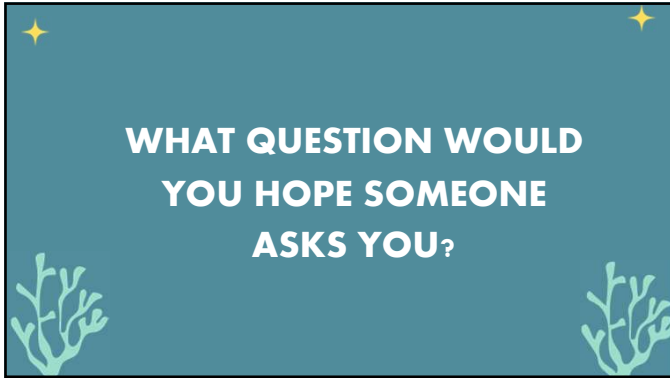
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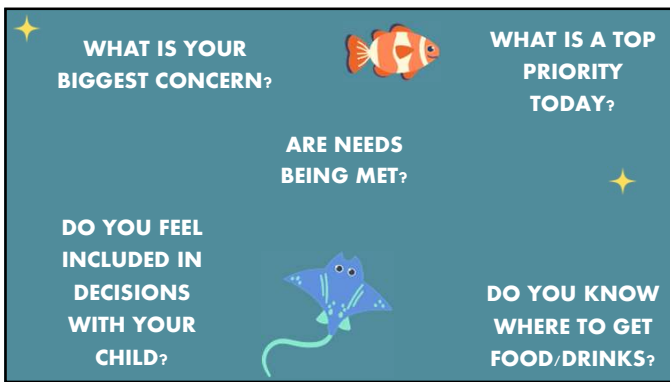
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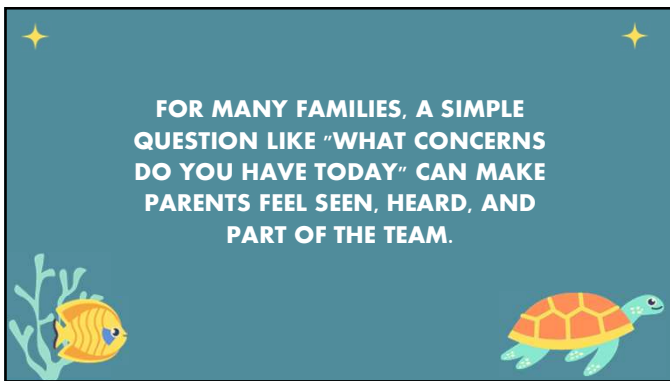
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## PLAN

- Collaborated with Experience Elevation Specialist.
- Identified problem areas
- Reviewed literature
- Selected Nursing Leadership rounding as the intervention to improve caregiver experience and increase discharge survey scores.
- Determined focus areas and communication points

**How has your stay been so far? Is there anything we can do right now to make your stay better?**

**How has our staff communication been so far during your stay?**

**Are there any staff members that have gone above and beyond that you would like to recognize?**

Category	Score
Attention to needs	50
Care team includes me in decisions related to treatment	10
Staff worked together to care for child	50
Likelihood of recommending	40

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## DO

- Nursing leader (Manager, CNL, or Director) rounded with caregivers
- Documented rounds
- Posted staff recognition
- Monthly prize drawings
- Collected caregiver survey responses

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## STUDY

Category	FY24 Percentile Ranking	FY25 Percentile Ranking
Attention to needs	45	75
Care team includes me in decisions related to treatment	10	80
Staff worked together to care for child	45	80
Likelihood of recommending	35	85

### CAREGIVER COMMENTS

- ◊ "This facility changed my outlook on the healthcare system... The staff, facility, and overall environment was so reassuring in such a difficult time for us with our sick baby. Thank you for providing us with a sense of hope for our babies recovery"
- ◊ "This entire stay was amazing and they made sure to accommodate not only my son but me as well! We were happy to leave but sad to leave at the same time because of the amazing care received!"

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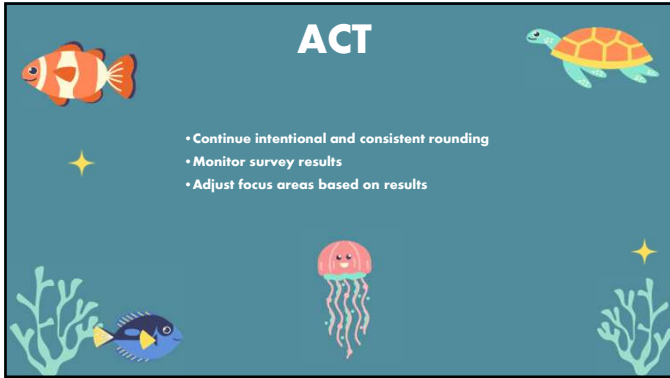
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## ACT

- Continue intentional and consistent rounding
- Monitor survey results
- Adjust focus areas based on results

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## CLINICAL IMPLICATIONS

Consistent and intentional leadership rounding with caregivers is imperative. Through these efforts, we provide not only high-quality, holistic care to the child but also support and provide reassurance to caregivers

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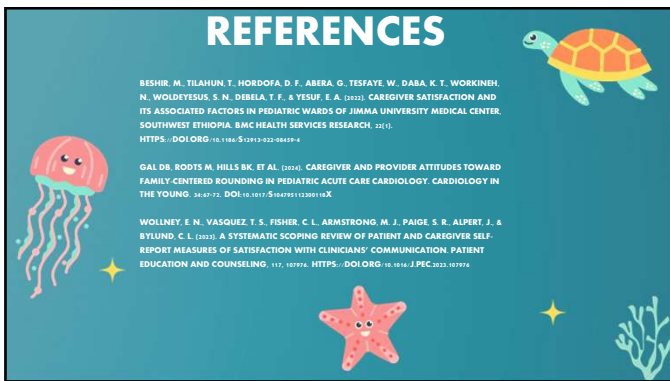
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