A Practical Guide to Delivering Effective

Intentional Ward Rounds

Improving the quality of care on the ward through effective hourly active nursing rounds/Intentional rounding/care and comfort rounds

Monday 24th September 2012  Hallam Conference Centre, London

Topics include

• Delivering Hourly Nursing Ward Rounds
• The Patient Perspective on hourly ward rounds
• Introducing intentional ward rounds in practice
• The key components of intentional rounding
• Delivering leadership and empowerment on the ward
• Sustainability “Let’s go round again!“ 18 months post Implementation
• How do we ensure hourly ward rounds make a difference and are not seen as just another item on the to-do list of a busy ward nurse
• Measuring and Monitoring the quality of nursing care and patient experience on the wards
• Making the change and delivering improvement: learning from the hospital point of care pathways programme

Keynote Speakers

Christine Pearson and Julie Molyneaux
Divisional Directors of Nursing, Quality and Governance
Salford Royal NHS Foundation Trust

Diane Sarkar
Director of Nursing
Basildon and Thurrock University Hospitals NHS Foundation Trust
“Measures such as hourly nursing rounds, which the Prime Minister announced as a nationwide priority in January, have led to big improvements in patient satisfaction and levels of care” Department of Health April 2012

This conference focuses on delivering the Prime Ministers pledge of hourly nursing rounds/intentional ward rounds to ensure patients are checked regularly and know when to expect a nurse. Hourly nursing ward rounds also known as active nursing rounds, intentional rounds or care and comfort rounds are a proactive approach to ensuring high quality patient care.

The conference will open with a presentation from Salford Royal NHS Foundation Trust where Andrew Lansley Secretary of State for Health commented “here in Salford we are getting hourly nursing rounds where patients are asked every hour about whether there are any problems, making sure we have patient-led inspections of hospitals, making sure we have simple service where we ask patients and staff, ‘Would you be happy for your relatives to be treated in this hospital?’”. The conference continues with the patient perspective of hourly ward rounds followed by practical case studies of how to introduce hourly ward rounds in practice.

The conference will also discuss the issue of how to ensure that intentional rounding improve patient care and do not become a tick box exercise, particularly on a busy ward. Speakers will discuss their practical case studies of ensuring ward rounds do improve patient care and deliver improvement on the wards.
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<td>10.00</td>
<td>Chairman’s Welcome: Introduction to Intentional Rounding - A patient focused intervention not a paper focused task</td>
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<td>10.40</td>
<td>Delivering Hourly Nursing Ward Rounds</td>
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<td>11.20</td>
<td>Questions and answers, followed by coffee and exhibition</td>
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<td>11.55</td>
<td>Introducing hourly ward rounds in practice</td>
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<td>12.25</td>
<td>The key components of intentional rounding</td>
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<td>13.00</td>
<td>Delivering leadership and empowerment on the ward</td>
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<td>14.00</td>
<td>The Patient Perspective on hourly ward rounds</td>
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<td>14.30</td>
<td>Sustainability “Let’s go round again!” 18 months post Implementation</td>
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<td>15.00</td>
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<td>15.30</td>
<td>Measuring and Monitoring the quality of nursing care and patient experience on the wards</td>
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<td>16.00</td>
<td>Empowering nurses to improve patient care through use of technology</td>
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<td>16.45</td>
<td>Questions and answers, followed by close</td>
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**Annette Bartley**
Independent Quality Improvement Consultant  
Health Foundation/IHI Fellow UK
- background and context to hourly rounding  
- what is your intention?  
- measuring the impact of what nurses do  
- case studies  
- adapting rounding to suit different settings

**Christine Pearson**
Divisional Director of Nursing, Quality & Governance  
and Julie Molyneaux  
Divisional Director of Nursing, Quality & Governance  
Salford Royal NHS Foundation Trust
- delivering hourly ward rounds  
- ensuring nurses have enough time to give high quality care  
- a patient rather than task focus approach  
- how do we spread best practice to all organisations and wards  
- an update from the National Nursing and Care Forum

**Suzanne Rankin**
Chief Nurse  
Ashford and St Peters NHS Foundation Trust
- introducing hourly rounding rounds on wards: the impact  
- using care rounding to proactively improve patient care on the wards  
- ward manager training and the living our values programme

**Samantha Woodhouse**  
Practitioner Development Sister  
with Sarah Sloan  
Clinical Nurse Lead  
Blackpool Teaching Hospitals NHS Foundation Trust
- ensuring leadership on the wards implementing intentional rounding  
- implementing intentional rounding  
- our approach and the impact we have seen in Blackpool

**Diane Sarkar**
Director of Nursing  
Basildon and Thurrock University Hospitals NHS Foundation Trust
- ensuring visible and active leadership on the wards  
- delivering a ward manager leadership programme  
- supporting and empowering nurses to change

**Sue Crossfield**
Lead Nurse Safeguarding  
with Carolyn Pitt  
Lead Nurse Quality & Workforce  
University Hospitals Birmingham NHS Foundation Trust
- tales of the unexpected  
- model the way - Multidisciplinary Engagement and Ward Leadership  
- re-energise and refresh - Keep going

**Elaine Day**
Service User Representative  
Achieve Together
- the patient perspective on hourly ward rounds  
- ensuring patients know when to expect a nurse  
- will it work in practice when wards are busy?

**Brian Lucas**
Lead Nurse Practice and Innovation  
The Queen Elizabeth Hospital King’s Lynn NHS Foundation Trust
- monitoring and auditing the quality of nursing care and patient experience on the wards  
- monitoring the impact of proactive patient rounding in an orthopaedic ward  
- collating and reporting the data to demonstrate quality nursing care, the impact of ward rounding and support learning and improvement

**Allison Burrell**
Change Manager  
Royal Free London NHS Foundation Trust
- improve clinical documentation processes involved in nurse rounding by utilising available technology  
- explore the challenges of deploying technology in a clinical environment: engaging with clinicians at the design phase  
- understand the concerns that nurses may have for their professional practice by introducing new technology and explore the need for clinical input into facilitating change for clinicians
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