

# Patient Rounding

## Streamline and standardize rounding best practices

The power of choice in healthcare has changed how we make decisions as patients and employees. With access to more data than ever, consumers are making informed decisions about where and how they receive care. In this choice economy, healthcare leaders require a solution to create and sustain a **patient-centric culture** focused on improving the quality of care, clinical outcomes, and patient experience.

Highlighting the need for patient rounding, **The Joint Commission** lists communication errors among the most common attributable causes of sentinel events. The risk management literature further supports this finding, ascribing **communication error as a major factor (70%) in adverse events**. Digitizing your practice of leader-patient rounding will capture the data needed to address service recovery issues, recognize employees for excellence in care delivery, and gain insights that highlight performance improvement opportunities across your organization.

Laudio helps improve patient satisfaction and experience within the daily workflow of a nurse leader by:

- Streamlining and standardizing rounding best practices
- Capturing and responding to patient feedback in real time
- Improving patient care through actionable data insights
- Recognizing employees in patient conversation workflows

- **Impactful Data Visualization:** Insights into your team's most important process and outcome metrics. Easily view opportunities for targeted performance improvements

Questions	Responses	Score
How quickly is your care team responding to any of your concerns?	18	62%
How are we doing in keeping your room clean?	40	66%
Has anyone explained how we use the white board to coordinate your care and do you understand it?	18	67%
How has your hospital experience been so far?	40	74%
Are you happy with the quality of your meals?	17	77%
Has your plan of care been explained to you in a way you understand?	17	80%

- **Improved Service Recovery:** No more sticky notes or logins to different systems. Create service recovery tasks that are digitized, immediate, and tracked
- **Standardized Scripts:** Formalize best practice scripts for consistency of method across all departments

### Benefits

- **Increased Employee Engagement:** Timely and meaningful recognition for a job well done will have a significant impact on employee morale and retention

Is there anyone you would like to recognize for exceptional service?  
The message below will be emailed to the selected team members once you save and complete the round.

Select Nurse  
Adi Madden X

Subject  
Great work! A patient recognized you for exceptional care!

Message  
Greetings,  
A patient recognized you for wonderful bedside care and communication!  
Thank you for everything you do for our team and patients.

+ Add Another

Please do not enter information that can be classified as PHI. Save and Complete

*"I had one of the best days I've ever had after rounding with Laudio. I felt connected to our patients, sent over a dozen nurse recognitions, and had nurses coming up to me all day asking what the patients said"*

Nurse Leader, Tufts Medical Center

- **Enhanced Patient Experience:** Understand and react to patient feedback in the moment – improving patient experience in the process
- **Defined Collaborators:** Share rounding forms and data across all leaders in the organization
- **Mobile first technology:** Our technology meets your leaders wherever they are – our users say it's simple, fast, and effective

