

Teaching Plan

Appendix A

Purpose: to provide theories, facts, and principles on activities used by nurse leaders when performing leadership rounding for hospitalized patients in the acute care setting.

Goal: to educate nurse leaders on how to communicate to hospitalized patients using specific skills and strategies to improve the patient experience and higher HCHAPS communication scores.

At the end of the teaching session, nurse leaders will:

Behavioral Objective	Content Outline	Method of Instruction	Time Allotted in Minutes	Resources	Method of Evaluation
1. Describe causes of poor experiences for patients when hospitalized.	<p>Causes of poor experiences:</p> <ul style="list-style-type: none">• Poor communication by the healthcare team• Visitor restrictions• Inability to connect with providers• Disease management not understood• Discharge planning is not clear by patient and support people• Personal needs are not met <p>Team members; Responsibility</p>	<p>Discussion</p> <p>Power Point slides</p> <p>Verbal Presentation</p>	5	<p>Institute for Healthcare Improvement (2020)</p> <p>Duncan, Montalvo, & Dunton, (2011).</p> <p>Winter & Tjong (2015)</p>	Pretest and Posttest

	<ul style="list-style-type: none"> • “Knowing what matters to you?” from patient perspective. 				
2. List leadership behaviors specific to communication with patients.	<p>Leadership Behaviors</p> <ul style="list-style-type: none"> • Empathy • Listening • Knowledge of plan of care • Engaging with patient: asking, “What matters to you?” 	<p>Discussion</p> <p>Power Point slides</p> <p>Verbal Presentation</p>	10	<p>Institute for Healthcare Improvement (2020)</p> <p>Duncan et al. (2011)</p> <p>Winter & Tjong (2015)</p> <p>Communication Training Sessions</p>	Pretest and Posttest
3. Explain the benefits of daily rounding.	<p>Benefits of Rounding</p> <ul style="list-style-type: none"> • Staff retention • Improved patient experience • Improved nurse productivity • Increased nurse satisfaction • Improved quality of patient care • Increased knowledge of post-discharge care • Decreased fall incidence <p>Decreased infection rate</p>	<p>Discussion</p> <p>Power Point slides</p> <p>Verbal Presentation</p>	5	<p>Institute for Healthcare Improvement (2020)</p> <p>Duncan et al. (2011)</p> <p>Winter & Tjong (2015)</p>	Pretest and Posttest

4. Analyze challenges associated with daily rounding for nurse leaders and administrators.	Challenges when Conducting Rounds Comfort with Rounding Addressing identified patient and provider concerns in real-time	Discussion Power Point slides Verbal Presentation	10	Institute for Healthcare Improvement (2020) Duncan et al. (2011) Winter & Tjong (2015)	Pretest and Posttest
5. Describe body language techniques that facilitate attentive communication with hospitalized patients.	Body Language Techniques Facilitating Communication Posture Use of space Eye contact Affirmative movements	Discussion Power Point slides Verbal Presentation	10	Collins& et al. (2011) Park & Park (2018)	
6. Explain the actions of leaders contributing to successful rounding.	Leadership Strategies Promoting Successful Rounding and Change Processes <ul style="list-style-type: none"> • Set realistic expectations • Share organization goals for process improvement • Sensitivity to unit patterns and stressors 	Discussion Power Point slides Verbal Presentation	20	Institute for Healthcare Improvement (2020) Duncan et al. (2011) Winter & Tjong (2015)	Pretest and Posttest

	<ul style="list-style-type: none"> • Knowledge of patients' stories and progress 				
7. Describe leadership strategies that support staff communication with patients.	<p>Nurse Leader Rounding Strategies Supporting Teamwork and Communication with Patients</p> <ul style="list-style-type: none"> • Nursing staff individual strategies for improving communication episodes with patients • Strategies to improve individual and team approaches for improving patient care processes including, <ul style="list-style-type: none"> ○ White board usage ○ Following chain of command ○ Move from proactive to generative in approach to patient safety by having timely access to medical information. 	<p>Discussion</p> <p>Power Point slides</p> <p>Verbal Presentation</p>	5	<p>Institute for Healthcare Improvement (2020)</p> <p>Duncan et al. (2011)</p> <p>Winter & Tjong (2015)</p> <p>Finkelman (2018)</p>	Pretest and Posttest

References

- Collins, L. G., Schrimmer, A., Diamond, J., & Burke, J. (2011). Evaluating verbal and non-verbal communication skills, in an ethnogeriatric OSCE. *Patient Education and Counseling*, 83(2), 158–162. <https://doi.org/10.1016/j.pec.2010.05.012>
- Duncan, J., Montalvo, I., & Dunton, N. (2011). NDNQI case studies in nursing quality improvement. American Nurses Association.
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- Park, S.G., & Park, K.H. (2018). Correlation between nonverbal communication and objective structured clinical examination score in medical students. *Korean Journal of Medical Education*, 30(3), 199-208. <https://doi.org/10.3946/kjme.2018.94>
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