


Leader Rounds at the Glenrose Rehabilitation Hospital

“Our Patients Have the Answers”

THE GOAL

Engage patients and families in quality improvement and co design



Alberta Health Services

DATE: _____
 Introduction/ Purpose _____
 High Priority _____
 Scan the patient environment for (clean, broken, cluttered, safety check etc.) Initial

Environment scan: _____

Patient/ consent	Has anyone been particularly helpful, that you would like to recognize? Why?	What is one thing we could have done better?	High priority Item	Ask the patient if they would like to join us in coming up with solutions (Quality huddle)	Follow up needed /Actions taken
					Follow up
					Responsible

Closing Thank you sharing your stories with me today I will be working with the team here to make sure we improve, recognize, and continue.... I will let you know what changes we make from your feedback.

LEADER ROUNDS: THE PROCESS

Who and How often:

- ◆ Unit Manager, Clinical Nurse Educator & Charge Nurse every two weeks
- ◆ Patient Care Manager, and Director Quarterly
- ◆ Senior Operating Officer annually

RESULTS

8% ↑ in overall Patient Satisfaction

Engaged 50+ patients

Recognized 20+ staff

56% of patients identified an opportunity for Improvement

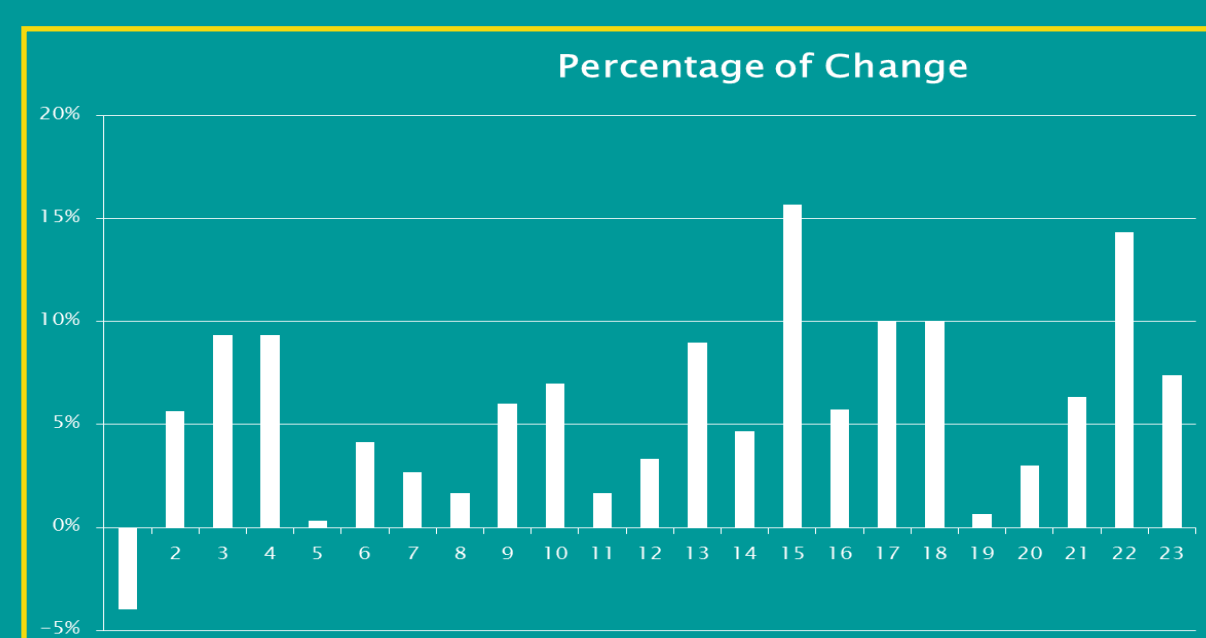


STAFF DATA

Staff Reported

16% ↑ Patient Collaboration

14% ↑ Patient voice in Quality Improvement



Quality Huddles

Unit Quality Board Prototype

Unit Based	Projects	Safety	Incidents	Hand Washing
AIW	Pressure Ulcers			Infections
YOU SAID:	WE DID:		Staffing	Date of Next Quality Huddle
By Patients & Families:				Accreditation
By Care Providers:				

©AHS CoACT O:March 19, 2014 R: Aug 2016 GRH Version 7

TIPS AND ADVICE

- ◆ Schedule it
- ◆ Make it a standard part of the conversation
- ◆ Tie it to existing processes
- ◆ Take twice as long actioning the patient ideas as you do in rounds

Lead: Jennifer Symon

Design team: April Bartlett, Susan Betts, Soniya Chech-Mathew, Sheila Smith

Implementation Team: Debbie Corkum, Loretta Gallant, Jennifer Guzak, Karen Hiebert, Jennifer Symon

