

DEPARTMENT OF NURSING

What is Nurse Leader Rounding at U of U Health?

When we talk about being patient-centered, systems thinkers, and engaged experts, nurse leader rounding checks every box. It fosters meaningful connection, deepens our understanding of our patients' experiences, and by sharing what we learn, Nurse Leader Rounding can help us improve as a system.

WHAT IS “NURSE LEADER ROUNDING?”

Nurse leader rounding is a national best practice where inpatient nurse leaders dedicate time to connect daily with patients, caregivers, and teams at the point of care.

WHY DOES IT MATTER?

The evidence-based impact of nurse leader rounding is powerful. For team members, it [has been shown](#) to have a direct effect on retention, recruitment, engagement, and staff satisfaction. For patients, rounding [has been linked to](#) patient satisfaction and care quality. Nurse leader rounding is part of a triad of patient-centered practices (nurse leader rounding, bedside shift report, and purposeful/ hourly rounding) that make it easier for hospitalized patients to understand their care plan, their medications, and what will happen next.

WHO IS REQUIRED TO ROUND?

At U of U Health, inpatient nurse leaders from Huntsman Cancer Hospital (HCH), Neilsen Rehab Hospital (NRH), University Hospital (UN), and University Orthopaedic Center (UOC) are required to round.

Leaders are defined as senior nursing directors, nursing directors, nurse managers (NM), clinical nurse coordinators (CNC), charge nurses (CN), and unit nursing professional development practitioners (NPDP).

WHAT IS REQUIRED?

As every leadership role is unique, not all leader requirements are the same:

	Sr. Nursing Directors	Nursing Directors	Managers
Baseline Leader expectation	<ul style="list-style-type: none"> • Monitor dashboard monthly • Identify patterns of behavior across groups • Communicate insights at the system-level 	<ul style="list-style-type: none"> • Round on 1 pt/week • Document participation • Monitor dashboard monthly to identify patterns across units 	<ul style="list-style-type: none"> • Round on 2 pts/week • Document rounds • Recognize staff • Ensure unit leadership team is rounding
Performance goal	Login and review NLR Roundie Dashboard 10–12 months in FY24.	Achieve 80% or 38 of 48 rounds in FY24.	Achieve at least 80% of unit leader NLR goals in FY24.

*Unit goal will be established based on bed count and average length of stay.

Nurse Leader Rounding, Cont'd

	Clinical Nurse Coordinators	Charge Nurses	Nurse Educators (NPDPs)
Baseline Leader expectation	<ul style="list-style-type: none"> • Round on 2 pts/week • Document rounds • Recognize staff • Review dashboard and discuss progress with team weekly 	<ul style="list-style-type: none"> • Round on 1 pt/charge nurse shift • Document rounds • Recognize staff • Review dashboard and discuss progress with team weekly 	<ul style="list-style-type: none"> • Round on 2 pt/week • Document rounds • Onboard new nurse leaders • Discuss NLR insights with peer educators monthly
Performance goal	Achieve 80% or 80 of 104 rounds in FY24.	Achieve 80% of rounds in FY24.	Achieve 80% or 80 of 104 rounds in FY24.

HOW DOES IT WORK?

1. ROUND – select, connect and listen		
Select – identify patient <ul style="list-style-type: none"> • Schedule time to round • Identify 2-3 open ended questions to ask • Familiarize yourself with patient before entering room 	Connect – conduct round <ul style="list-style-type: none"> • Introduce yourself and the purpose of your visit • Get to know the patient personally • Ask the 2-3 open ended questions you identified 	Listen – use active techniques <ul style="list-style-type: none"> • Suspend judgement • Allow periods of silence • Invite questions • Ask for clarification • Summarize by reflecting back what was said
2. RECOGNIZE – great work and areas for improvement		
Recognize – great work <ul style="list-style-type: none"> • Immediate feedback is powerful • Recognition can be a personal email, written note, or even a verbal “thanks” in front of peers or 1:1. • Customizable thank-you notes available in the “Recognition” tab 	Resolve – any identified patient issues <ul style="list-style-type: none"> • Conduct service recovery (if needed) – if patient issues are surfaced during rounds, follow-up with the patient to close the loop on any open requests or identified needs 	
3. RECORD & LEARN – document in Roundie and learn as a team		
Record – in “Roundie” MS Teams App <ul style="list-style-type: none"> • Open MS Teams and click the “Roundie” icon • In “Round” tab, document encounter • Click “submit” when complete 	Learn – in “Roundie” MS Teams app <ul style="list-style-type: none"> • In “Review” tab or the dashboard, view personal and unit rounding history • Discuss rounds and identify trends you're your team 	

QUESTIONS?

Please visit the Nurse Leader Rounding Pulse website for contact information, details about upcoming trainings and more: <https://pulse.utah.edu/site/Nursing/Pages/Nurse-Leader-Rounding.aspx>