“C” OF CARES ROUNDING PROGRAM
Proactively meeting our residents’ needs!
Innovative Leadership Project By: Paige LeGate
Practicum Site: Wausau Manor

Introduction
At Wausau Manor, we are always looking for innovative ways to improve the everyday lives of the residents we serve. After doing research on the “rounding” concept that is used in a lot of hospitals, we felt the “C” of Cares Rounding Program would greatly benefit a nursing home setting as well. The program is intended to proactively meet a residents’ needs. Instead of reacting to a residents’ call for help, our goal is to meet those needs before needing to ask for assistance.

Current Knowledge of Task
The Rounding Program was previously attempted at Wausau Manor unsuccessfully. We gathered feedback from that attempt to determine why it was unsuccessful and came up with new ways to simplify the process for successful implementation.

Goals of Rounding
- Round every 90 minutes
- Increase resident satisfaction
- Reduce number of falls
- Reduce number of call lights used
- Reduce pressure ulcers

Defining a Round
A round is completed by using the following 9 “C”s:
- COMMUNICATE: alert resident you are there to complete their round
- CONTINENCE: address all bathroom needs, proactively suggest a trip to the bathroom
- COMFORT: address any comfort needs such as pain or temperature needs
- CHANGE OF POSITION/SCENERY: reposition and/or change surfaces
- COLLECT: collect items resident may need/want and set within reach
- CLUTTER: proactively remove all safety hazards, ensure safety measures are in place
- CHANGE OF CONDITION: look for any changes in resident’s health status
- CLEANLINESS: ensure room is clean and the resident looks his/her best
- COMMUNICATE: let resident know when you will be back for next round, write time on whiteboard, and change clock outside of room

Results
Number of call lights used was reduced by 51%

Falls decreased by 38%

Pressure ulcers remained unchanged

Methodology
- Research best practices and formation of “C” of Cares QAPI Committee (weekly meetings)
- CNA training on rounding including goals and expected outcomes of program
- Prepare wing and rooms for implementation including clocks and whiteboards in each room (pictured right)
- Pilot test on long-term wing
- Gather continuous feedback from residents & staff utilizing PDCA
- Proactively meet resident needs which leads to accomplishing goals of rounding

Recommendations
Staff buy-in was one of the most difficult problems we faced when implementing the Rounding Program. The CNAs were reluctant to try it again after the previous attempt was unsuccessful.

- Recommendation: Continue to share data and positive feedback received from residents and families with staff to show the effects of their efforts.
- Recommendation: Continue with monthly “C” of Cares QAPI meetings.

This was a pilot test before implementing facility-wide.

- Recommendation: Wausau Manor must continue to be innovative and search for improvements with the Rounding Program before implementing facility wide. I think we should consider if this is realistic to implement on our Rehab wing.
- Recommendation: Continue to utilize PDCA for continuous improvement.

Conclusions
Reflecting back on this project, I believe the committee and I have created a solid foundation for the “C” of Cares Rounding Program to be permanently implemented at Wausau Manor. Our CNAs understand the concept and goals of the program and the benefits of being proactive versus reactive. Our data suggests that the Rounding Program has met almost all the goals we set for the program and will continue to improve as we continue to perfect the Rounding Program.

- Experience in leading a team to accomplish a common goal
- Importance of staff buy-in for project success
- Importance of being flexible as the plan may not always go as expected

Personal Growth

Acknowledgements
Thank you to the following people for their contributions in the success of this project:
- “C” of Cares QAPI Committee
- Maria Low, Preceptor, NHA
- Hollie Chrusniak, DON
- All of the hard working CNAs & nurses at Wausau Manor

Residents found Rounding Program helpful
“It is helpful to know exactly when your CNA will be back so you don’t have to use the call light when you need something.” – Resident at WM