

# **PROPS: The Pediatric Rounds Observational Peer Study**

A Quality Improvement Project

KMCWC Division of Pediatric Hospitalists

Project Leaders: Lora Bergert, M.D. & Jennifer Di Rocco, D.O.

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# PROPS Overview

- Why do this study?
- How is it performed?
- What have we learned so far?

# Rationale/Inspiration

COMMENTARY



## Family-Centered Rounds: A Decade of Growth

In the last decade, in an effort to improve family-centered care, pediatric hospitalists have incorporated family-centered bedside rounds into the inpatient setting. By involving patients and families in decision-making during rounds, we have given a new twist to the old concept of bedside rounds and called it family-centered rounds (FCRs).

### **AUTHOR**

Vineeta Mittal, MD

*Hospitalist, Division of General Pediatrics,  
Department of Pediatrics, Children's Medical  
Center and UT Southwestern Medical Center,  
Dallas, Texas*

# Rationale/Inspiration

- Feedback from FCR “Players”
  - Residents
    - Variability in attending expectations and teaching
  - Nurses
    - Variability in rounding, communication with staff
  - Patients/Families
    - Variability in our patient satisfaction scores

# Internal Survey Results

- Areas for improvement as identified by our division members:
  - Improving our ability/variability to provide autonomy for the residents
  - Balancing education and patient management
  - Teaching self learning and problem solving
  - Improving ability to teach to different levels of learners
  - Stimulating learners to problem solve

# Study Aim

To utilize a peer direct observation form to create/enhance optimal educational experiences on Family Centered Rounds with a focus on:

- Empowerment of the senior resident
- Creating an optimal learning environment
- Clinical decision making
- Maintaining patient and family centered care
- Opportunities for mutual mentoring between hospitalist faculty identifying areas of variation
  - Goal of improving consistency amongst division members
- Reinforcing key patient satisfaction concepts
- Direct observation of residents with attending modeling

# PROPS Measurable Outcomes

- 80% of division members will participate in 6 direct observations of another division member's FCR and give him/her feedback using the tool
- Comparison of baseline data from prior observations
- 80% of division members will attend at least 6 PDSA meetings during study timeframe
- 80% of division members will show improvement in confidence in their FCR after the study as compared to pre-study survey

# PROPS Observational Tool

- Developed using multiple sources from the existing literature:
  - Mutual Mentoring Program in Austin, TX
  - “Rounding Like a Ninja” from Milwaukee, WI
  - Other peer feedback tools including OSTEs from Children’s National in Washington, D.C.
- Three areas of focus:
  - Patient and Family Centered Care
  - Teaching and Supervision
  - Interpersonal Communication and Professionalism Skills
- Trained division members to use this through an FCR example during our 3 hour division retreat prior to project kick-off



# What We've Learned So Far

- Pre-study survey themes
- First “Best Practice”: FCR Introduction Script
- Variability
- We have a lot of “bright spots” to learn from each other!
  - Pt satisfaction scores shared at division meeting
  - PROPS bright spots highlighted

# Bright Spots

- Keeping white board updated
- Involving the families
- “Managing up” the nurses and staff
- Hallway teaching
- Time management
- An attending observing FCR on a team he/she will soon take over