

Intentional rounding in hospital wards to improve regular interaction and engagement between nurses and patients: a realist evaluation

Ruth Harris,^{1*} Sarah Sims,¹ Mary Leamy,¹
Ros Levenson,² Nigel Davies,³ Sally Brearley,⁴
Robert Grant,⁴ Stephen Gourlay,⁵ Giampiero Favato⁵
and Fiona Ross⁴

¹Florence Nightingale Faculty of Nursing, Midwifery and Palliative Care, King's College London, London, UK

²Independent researcher, London, UK

³School of Health, Sport and Bioscience, University of East London, London, UK

⁴Centre for Health and Social Care Research, Kingston University and St George's University of London, London, UK

⁵Kingston Business School, Kingston University, London, UK

*Corresponding author ruth.harris@kcl.ac.uk

Declared competing interests of authors: Robert Grant reports grants from King's College London during the conduct of the study.

Published October 2019

DOI: 10.3310/hsdr07350

Plain English summary

Intentional rounding in hospital wards

Health Services and Delivery Research 2019; Vol. 7: No. 35

DOI: 10.3310/hsdr07350

NIHR Journals Library www.journalslibrary.nihr.ac.uk

Plain English summary

The government policy response to the care failures at the Mid Staffordshire NHS Foundation Trust led to recommendations to introduce 'regular interaction and engagement between nurses and patients' (Francis R. *Report of the Mid Staffordshire NHS Foundation Trust Public Inquiry*. London: The Stationery Office; 2013. © Crown copyright 2013. Contains public sector information licensed under the Open Government Licence v3.0) into the NHS. Consequently, the US model of 'intentional rounding', a timed, planned intervention that sets out to address fundamental elements of nursing care by means of a regular bedside ward round, was introduced.

The aim of this research was to find out what it is about intentional rounding that works, for whom and in what circumstances. It set out to understand how intentional rounding works when used with different types of patients, by different nurses, in diverse ward and hospital settings, and if and how these differences influence outcomes. The methods included an evidence review to create a theory of why intentional rounding may work, to be tested throughout the study; a national survey to find out how intentional rounding had been implemented across England; a case study evaluation investigating the perspectives of senior managers, nursing and other health-care professionals, patients and carers; 188 hours of observations of intentional rounding being undertaken; and an analysis of costs.

The survey showed that 97% of trusts had implemented intentional rounding. Observations of intentional rounding delivery and interviews with staff demonstrated that intentional rounding could promote consistency in the completion of patient documentation, although there was also evidence of staff not following intentional rounding protocols. When intentional rounding was documented correctly, it supported accountability for care and assurance about risk management for senior managers. However, there was some concern that although intentional rounding may satisfy an organisational culture preoccupied by risk management, it did little to support the nurse–patient relationship. It is suggested that these results should feed into a wider conversation and review of intentional rounding. The wisdom of importing health-care policies from international health-care systems into the NHS without first testing/piloting them is also questioned.

Health Services and Delivery Research

ISSN 2050-4349 (Print)

ISSN 2050-4357 (Online)

This journal is a member of and subscribes to the principles of the Committee on Publication Ethics (COPE) (www.publicationethics.org/).

Editorial contact: journals.library@nihr.ac.uk

The full HS&DR archive is freely available to view online at www.journalslibrary.nihr.ac.uk/hsdr. Print-on-demand copies can be purchased from the report pages of the NIHR Journals Library website: www.journalslibrary.nihr.ac.uk

Criteria for inclusion in the *Health Services and Delivery Research* journal

Reports are published in *Health Services and Delivery Research* (HS&DR) if (1) they have resulted from work for the HS&DR programme, and (2) they are of a sufficiently high scientific quality as assessed by the reviewers and editors.

HS&DR programme

The HS&DR programme funds research to produce evidence to impact on the quality, accessibility and organisation of health and social care services. This includes evaluations of how the NHS and social care might improve delivery of services.

For more information about the HS&DR programme please visit the website at <https://www.nihr.ac.uk/explore-nihr/funding-programmes/health-services-and-delivery-research.htm>

This report

The research reported in this issue of the journal was funded by the HS&DR programme or one of its preceding programmes as project number 13/07/87. The contractual start date was in September 2014. The final report began editorial review in April 2018 and was accepted for publication in January 2019. The authors have been wholly responsible for all data collection, analysis and interpretation, and for writing up their work. The HS&DR editors and production house have tried to ensure the accuracy of the authors' report and would like to thank the reviewers for their constructive comments on the final report document. However, they do not accept liability for damages or losses arising from material published in this report.

This report presents independent research funded by the National Institute for Health Research (NIHR). The views and opinions expressed by authors in this publication are those of the authors and do not necessarily reflect those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health and Social Care. If there are verbatim quotations included in this publication the views and opinions expressed by the interviewees are those of the interviewees and do not necessarily reflect those of the authors, those of the NHS, the NIHR, NETSCC, the HS&DR programme or the Department of Health and Social Care.

© Queen's Printer and Controller of HMSO 2019. This work was produced by Harris *et al.* under the terms of a commissioning contract issued by the Secretary of State for Health and Social Care. This issue may be freely reproduced for the purposes of private research and study and extracts (or indeed, the full report) may be included in professional journals provided that suitable acknowledgement is made and the reproduction is not associated with any form of advertising. Applications for commercial reproduction should be addressed to: NIHR Journals Library, National Institute for Health Research, Evaluation, Trials and Studies Coordinating Centre, Alpha House, University of Southampton Science Park, Southampton SO16 7NS, UK.

Published by the NIHR Journals Library (www.journalslibrary.nihr.ac.uk), produced by Prepress Projects Ltd, Perth, Scotland (www.prepress-projects.co.uk).

NIHR Journals Library Editor-in-Chief

Professor Ken Stein Professor of Public Health, University of Exeter Medical School, UK

NIHR Journals Library Editors

Professor John Powell Chair of HTA and EME Editorial Board and Editor-in-Chief of HTA and EME journals. Consultant Clinical Adviser, National Institute for Health and Care Excellence (NICE), UK, and Senior Clinical Researcher, Nuffield Department of Primary Care Health Sciences, University of Oxford, UK

Professor Andrée Le May Chair of NIHR Journals Library Editorial Group (HS&DR, PGfAR, PHR journals) and Editor-in-Chief of HS&DR, PGfAR, PHR journals

Professor Matthias Beck Professor of Management, Cork University Business School, Department of Management and Marketing, University College Cork, Ireland

Dr Tessa Crilly Director, Crystal Blue Consulting Ltd, UK

Dr Eugenia Cronin Senior Scientific Advisor, Wessex Institute, UK

Dr Peter Davidson Consultant Advisor, Wessex Institute, University of Southampton, UK

Ms Tara Lamont Director, NIHR Dissemination Centre, UK

Dr Catriona McDaid Senior Research Fellow, York Trials Unit, Department of Health Sciences, University of York, UK

Professor William McGuire Professor of Child Health, Hull York Medical School, University of York, UK

Professor Geoffrey Meads Professor of Wellbeing Research, University of Winchester, UK

Professor John Norrie Chair in Medical Statistics, University of Edinburgh, UK

Professor James Raftery Professor of Health Technology Assessment, Wessex Institute, Faculty of Medicine, University of Southampton, UK

Dr Rob Riemsma Reviews Manager, Kleijnen Systematic Reviews Ltd, UK

Professor Helen Roberts Professor of Child Health Research, UCL Great Ormond Street Institute of Child Health, UK

Professor Jonathan Ross Professor of Sexual Health and HIV, University Hospital Birmingham, UK

Professor Helen Snooks Professor of Health Services Research, Institute of Life Science, College of Medicine, Swansea University, UK

Professor Ken Stein Professor of Public Health, University of Exeter Medical School, UK

Professor Jim Thornton Professor of Obstetrics and Gynaecology, Faculty of Medicine and Health Sciences, University of Nottingham, UK

Professor Martin Underwood Warwick Clinical Trials Unit, Warwick Medical School, University of Warwick, UK

Please visit the website for a list of editors: www.journalslibrary.nihr.ac.uk/about/editors

Editorial contact: journals.library@nihr.ac.uk