

## 1. Instructions

In planning for a year that reflects laser-like focus on patient and family results being achieved through healing connections and interdisciplinary relationships, we offer this scale to help executives and RROHC Facilitators gauge their progress in the RROHC process.

Please rate your organization according to the point system as described below, and please contact us for questions at [Marcie@Hansten.com](mailto:Marcie@Hansten.com) or [Ruth@Hansten.com](mailto:Ruth@Hansten.com).

### 1. Please choose a rating below based on your knowledge of operations at the unit and bedside level.

- |  |   |                          |   |                                     |                                  |
|--|---|--------------------------|---|-------------------------------------|----------------------------------|
| 1) I'm certain this occurs 90%-100% of time. | 2) I'm hopeful! Probably 60%-90% of the time. | 3) About a 50/50 chance. | 4) There must be 25%-50% of nurses doing this, right? | 5) Not often enough, unfortunately! | 6) I really don't know for sure. |
|--|---|--------------------------|---|-------------------------------------|----------------------------------|

1) Shift and other hand-offs consist of clear, concise, comprehensive information about the patient/family and the purpose for care. (NPSF, JCAHO)



2) Patient care assignments reflect a cogent plan for the shift, with adequate supervision of assistive and novice staff. (State regulations, NCSBN, NPSF, Magnet)



**3) RNs individualize the plan of care based on the patient & family's involvement and their expressed goals. (JCAHO, HCAHPS, Magnet)**



**4) Members of the interdisciplinary team, including physicians, communicate effectively in planning care collaboratively with the patient/family for the entire continuum of care. (HCAHPS, JCAHO, NPSF, Magnet)**



**5) Staff are satisfied with the care they are able to provide and celebrate their impact on patient's lives and the health of their communities. (Staff, Patient Satisfaction, Magnet)**



To add up your score, please give yourself one point for each response in column 1, 2 points for each in column 2, and so on.

Interpretation of your results:

5: You have earned a perfect score! Not only are you certain about your organization's staff skill level, but you have real-time data to prove it. You can take your staff to new levels of professional practice because the basics are covered! Congratulations!

6-10: Great job! You are well on your way to developing a culture and standards at the bedside by which you can be brilliant at the basics and become world class!

However, there is still work to be done for all staff to function at optimal professional levels.

11-15: Well, perhaps you haven't yet measured or observed practice in your facility. It's time to get current data and find out what's up, so that patient safety and clinical outcomes can improve. (If your outcomes are already stellar, we suspect someone is already expertly performing and evaluating these behaviors and processes.)

15 and above: Ulp. If your outcomes in terms of patient, staff, and provider satisfaction and clinical outcomes have been fantastic, we suspect the five processes listed above are routine for your staff. However, if your outcomes are less than excellent, resolve to begin 2009 with an assessment of professional behaviors to get real-time data and begin to shore up essential practices.