



Systematic Review

The Effect of Nursing Round on Patient Satisfaction in Nursing Services

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ABSTRACT

Introduction: Implementing a nursing round has a positive impact on patient satisfaction. This method increase patient-nurse interaction and improve the quality of nursing care and patient satisfaction. The aimed of this study to conduct a literature review discusses the effect of nursing rounds on patient satisfaction in nursing services to enhance application knowledge (evidence-based) and optimal implementation.

Method: This study used a literature review design, review articles or journals searched in three electronic databases (Scopus, ScienceDirect, and ProQuest). The Joanna Briggs Institute Critical Appraisal tools and Webb (2019) were used to assess the quality and Prism checklist as a review guide. Journal articles prospecting using the PICOS framework with inclusion criteria, the population is hospitalized patient who receive nursing services at the hospital and nurses who apply the nursing round, nursing intervention rounds, the outcome is patient satisfaction with nursing services, in English with a publication year between 2011-2020. The results of the search obtained 10 studies that match the inclusion criteria to be reviewed. Data tabulation and narrative analysis were performed on the articles or journals found.

Results: The results of this study show that the nursing round has advantages that affect patient satisfaction, some of the advantages provided are the resolved patients problems, the patient's needs can be fulfilled, raise up a professional nursing community, the establishment of cooperation between health workers, and nurses able to carry out appropriate and precise nursing care model.

Conclusion: The implementation of the nursing round influences in improving the quality of nursing care through the application of theoretical concepts to evidence-based nursing practice.

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1. INTRODUCTION

Based on the initial survey conducted by the researcher, it was found that the Maria Walanda Maramis Regional Hospital, was already carrying out the nursing round but it was not done optimally and following the flow of the nursing round mechanism because some nurses did not understand nursing round, there was no Standard Operating Procedure (SOP) and implementation guidelines (Tiwow, Tandipajung, and Rumagit, 2018). A preliminary

study conducted in the Inpatient Room of the Bajawa Hospital through interviews with the head of the room, it was found that the nursing round had not been carried out in the inpatient room. Then interviews were conducted with 4 implementing nurses said that they did not know about the nursing round and did not know the methods and procedures for conducting the nursing round (Moi, Nursalam, and Asmoro, 2019). Based on the results of interviews with the head of the Depok City Regional Hospital, it was stated that the implementation of documenting

nursing care and the nursing round was not optimal (Rohita and Yetti, 2017).

The quality of nursing services as an indicator of the quality of health services is one of the factors determining the image of health service institutions in the community. A way of providing nursing services is the primary nursing method where one of the activities is the nursing round, which is a method to explore and in-depth discussion of nursing problems that occur in patients and fulfill patient needs for nursing services that carried out by primary/associate nurses, counselors, room chief, and the entire nursing team by involving patients directly as the focus of activities (Nursalam, 2017). Some of the advantages that can be obtained from the application of the nursing round are the patient's problems able to resolved, the patient's needs can be fulfill, raise up a professional nursing community, the establishment of cooperation between health workers, nurses carry out the nursing care model appropriately and correctly (Nursalam, 2017).

Patient satisfaction, as a recipient of health services, is the most important indicator for measuring the quantity and quality of nursing services (Raadabadi et al., 2017). Dissatisfaction with nursing care indicate poor quality of health services and reduce achievement of standards (Sharew et al., 2018). Doing nursing rounds regularly has a positive impact on patient satisfaction. This method increase patient-nurse interaction and improve the quality of nursing care and patient satisfaction (Negarandeh, Hooshmand Bahabadi, and Aliheydari Mamaghani, 2014). Related to the description above, the writer is interested in compiling a literature review that discusses the effect of nursing rounds on patient satisfaction in nursing services to add insight into the application (evidence-based) and optimization in its implementation.

2. METHODS

2.1 Literature Search

The method used is the concept of literature review. Articles or journals searched using keywords and boolean operators (AND, OR NOT or AND NOT) to expand or specify searches, making it easier to determine which articles or journals to use (Nursalam et al., 2020). Keywords in this literature review are adjusted to Medical Subject Heading (MeSH) and consist of nursing rounds, patient satisfaction, and nursing services. The literature search was carried out in April-June 2020. The data used in this study were secondary data using journal articles with international reputations. Search for articles or literature was carried out in three databases, Scopus, ProQuest, and ScienceDirect, and published between 2011-2020.

2.2 Inclusion and Exclusion Criteria

The strategy for finding articles uses the PICOS framework are population, intervention, comparator,

outcome, and study design. With inclusion and exclusion criteria as follows:

Inclusion criteria: 1. Population, hospitalized patients who receive nursing services in hospitals, and nurses who apply the nursing round 2. Intervention, nursing rounds 3. Comparator, there is no comparator 4. The outcome, patient satisfaction with nursing services 5. Study design and publication type, Cross-sectional, quasi-experimental, clinical trial with a non-equivalent control group, case study and qualitative research, quantitative 6. Publication years, 2011-2020 7. Language, English.

Exclusion criteria: 1. Population, pediatric patients who don't understand informed consent, patients who do not have problems to be solve or patients who have problems in communicating, and nurses who do not apply the nursing round 2. Intervention, doctor's medical action, pharmacy service, radiology, or hospital administration 3. The outcome, patient satisfaction with the services of doctors, pharmacists, radiology, administration, or hospital environment hygiene 4. Study design and publication type, Systematic review, literature review 5. Language, languages other than English such as Russian, Arabic, Chinese, and etc.

2.3 Study Selection and Quality Assessment

Based on the results of literature searches through publication journals in three databases (Scopus, ProQuest, and ScienceDirect) and using keywords that have been adjusted to MeSH, the researchers got a total of 238 articles from searches based on these keywords. The search results were then checked for duplication, it was found that 20 articles were the same so that the remaining 218 articles were issued. Furthermore, screening was carried out based on the title (n = 218), abstract (n = 65), and full text (n = 10) which were adjusted to the theme of the literature review. The assessment that was carried out based on the eligibility of the inclusion and exclusion criteria found as many as 10 articles that could be used in the literature review. The Joanna Briggs Institute (JBI) Critical Appraisal for several types of Quasi-Experimental, Qualitative, Cross-Sectional, and Case Study studies was used to analyze the methodological quality of the studies (n = 9). The Joanna Briggs Institute (JBI) Critical Appraisal assessment checklist provided several questions to assess the quality of the study. Assessment of study quality for clinical trials with non-equivalent control groups will also be assessed based on (Webb, 2019) which consists of currency (when the information was published and whether it is meaningful at this time), relevance (how important the information provided to the research questions), authority (who is the author to be reviewed), accuracy (trusted information), purpose (whether the research is independent or only aims to sell a product or idea). After the quality assessment is carried out, 10 journals will be reviewed. The results of the study article selection described in the Flow Diagram below:

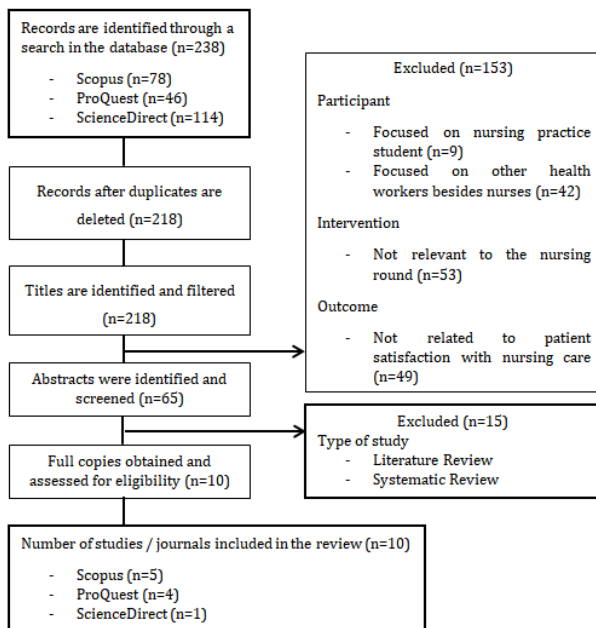


Figure 2.1 Flow diagram of literature review

3. RESULTS

3.1 Study Characteristics

The journals reviewed consist of five qualitative research journals and five quantitative research journals, the number of samples in qualitative research ranges from fifteen to one hundred and thirty and the number of samples in quantitative research ranges from twenty-seven to one hundred and seventy. The ten journals in this study describe the implementation of nursing rounds in clinical observations that affect patient satisfaction. The research that contributed to this study was mostly a qualitative study and a quasy-experiment. Research from the reviewed studies was conducted in seven different countries, Australia (Flowers et al., 2016; Tobiano et al., 2019; East et al., 2020), United States (Blakley, Kroth and Gregson, 2011; Daniels, 2016;), Iran (Negarandeh, Hooshmand Bahabadi, and Aliheydari Mamaghani, 2014), Republic of Korea (Shin and Park, 2018), Saudi Arabia (Saleh et al., 2011), United Kingdom (Kirk and Kane, 2016), and Jordan (Ayaad et al. al., 2019). Nursing rounds in the journals article used in this reviewed are implemented in a treatment room or ward that have patients with different diagnoses and some are implemented in special care environments such as medical surgery units, emergency departments, oncology units, intensive care units (ICU), elderly care unit and maternity.

The ten studies reviewed explained that the application of nursing rounds provides advantages that affect increasing patient satisfaction. Among them are increased interaction between nurses and patients, nurses are more responsive to patient needs, evidence-based learning that increases interdisciplinary collaboration facilitates better communication between round team members to improve quality health care, and improves the quality of nursing care.

3.2 Advantages of Nursing Round Implementation on Patient Satisfaction

1. Problems complained by patients can be resolved
Based on a statement in the journal entitled Nurse and patient satisfaction with intentional rounding in a rural Australian setting, the patient positively scores satisfaction with all aspects of nursing care provided and received during the implementation of the nursing round. Patient satisfaction with the care they receive while in the hospital is assessed when patients meet nurses when they need to, provide pain relief when patients in need, feel comfortable and safe, and the perception that nurses pay attention to how they feel about the care they need. (East et al., 2020) and the journal A qualitative exploration of intentional nursing round models in the emergency department setting: investigating the barriers to their use and success that nursing rounds have a positive impact on patient experience, with the presence of nurses during nursing rounds reduce the patient's anxiety, so the patient is know that health workers are there to answer their problems and any questions (Kirk and Kane, 2016).

2. Patient needs can be fulfill

These needs include physiological needs, security needs, and compassion. Based on a statement in the journal entitled A qualitative exploration of intentional nursing round models in the emergency department setting: investigating the barriers to their use and success, the introduction of intentional rounding techniques lead to improved patient safety and overall patient experience of care. The advantages are increased communication between nursing staff and patients and the level of nurses' responsiveness to patient needs, which positively impacts patient safety and satisfaction levels (Kirk and Kane, 2016), Nurse journal, and patient satisfaction with intentional rounding in rural Australian settings. The patient satisfaction with nursing care depends on the patient's perception of how well their needs are fulfill (East et al., 2020) and the journal Intentional rounding: facilitators, advantages and barriers that nursing rounds are patient safety measures to ensure nursing staff check patients regularly and all care needs are fulfill (Flowers et al., 2016). A patient is a bio-psycho-socio-economic-cultural being, so that they needs to fulfill his needs, desires, and hopes, one of them is the biological aspect (health).

3. Raise up a professional nursing community

Based on a statement in the journal entitled The Effect of Intentional Nursing Rounds Based on the Care Model on Patients' Perceived Nursing Quality and their Satisfaction with Nursing Services, the nursing round is designed to increase nurse autonomy, be involved in decision making, professional relationships with other health services, and the use of evidence-based care to improve nurses' perceptions of the practice environment as a setting for professional nursing practice (Shin and Park,

2018) and the journal Purposeful and timely nursing rounds: a best practice implementation project that states that three specific objectives regarding the nursing round are implemented in the unit. medical surgery: determining compliance with evidence-based criteria, increasing the knowledge of nursing staff, and increasing compliance with evidence-based criteria in the implementation of the nursing round (Daniels, 2016).

4. Establishment of cooperation between health teams

Based on a statement in the journal entitled Effectiveness of nursing rounds in the Intensive Care Unit on workplace learning that the nursing round is considered to positively influence evidence-based application in practice, identify areas for practice improvement, and the ability to communicate clinical information. Nursing Rounds allow evidence-based learning that enhances interdisciplinary collaboration (Tobiano et al., 2019) and the journal The Impact of Nurse Rounding on Patient Satisfaction in a Medical-Surgical Hospital Unit explains that the round application program also facilitates communication between members of the patient care team, encouraging teamwork which is essential for quality health care (Blakley, Kroth and Gregson, 2011).

5. Nurses able to do the nursing care model appropriately and correctly

Based on a statement in the journal entitled Impact of Regular Nursing Rounds on Patient Satisfaction with Nursing Care, the nursing round is one of the methods in primary nursing management that improve the quality of nursing services. The nursing round will be a medium for nurses to improve cognitive, affective, and psychomotor abilities, sensitivity, and critical thinking towards the application of theoretical concepts to nursing practice and patient care. Knowledge and attitudes of nurses are indispensable in implementing the nursing round (Negarandeh, Hooshmand Bahabadi, and Aliheydari Mamaghani, 2014) and the journal Effectiveness of nursing rounds in the Intensive Care Unit on workplace learning explains that in implementing the nursing round nurses are involved in discussions about various sources of information weigh various sources of evidence (evidence) and draw conclusions about the best decision. This results in the nurse deciding the best course of action for the patient (Tobiano et al., 2019).

4. DISCUSSION

The application of the nursing round increase patient satisfaction which is influenced by the advantages provided such as resolve patient's problems, patient needs can be fulfill, raise up a professional nursing community, cooperation between health teams, and nurses do the nursing care model appropriately and correctly. Under the theory described in the book entitled "Nursing Management: Applications in Professional Nursing Practice" that the advantages

obtained from the application of the nursing round are patient problems can be resolved, patient needs can be fulfill, create a professional nursing community, establish cooperation between health teams, nurses able to carry out the nursing care model appropriately and correctly (Nursalam, 2017).

The application of the nursing round has a positive impact including increased interaction between nurses and patients, nurses are more responsive to patient needs, is evidence-based learning that increases interdisciplinary collaboration, facilitates better communication between members of the round team to improve quality health care, and improves the quality of nursing care. The application of nursing rounds help identified patient needs, such as physiological needs, security needs, and affection. As a communicative method, conducting regular nursing rounds play an important role in increasing patient satisfaction with the quality of nursing care (Negarandeh, Hooshmand Bahabadi, and Aliheydari Mamaghani, 2014). One way to improve the quality of nursing services is by implementing a nursing round program which is an implementation of relationship-based care (Siahaan, Siagian, and Bukit, 2018). The results of the study show that intentional nursing rounds based on the care model are effective in increasing perceptions of the quality of nursing care and patient satisfaction in nursing care (Shin and Park, 2018). Increased patient satisfaction is one of the main positive outcomes of nursing rounds of interventions (East et al., 2020).

A structured nursing round program shows an overall increase in indicators of patient satisfaction and a decrease in patient-endangering aspects such as fall rates and hospital-acquired pressure ulcers (Brosey and March 2015). There is a positive relationship between nursing rounds and patient satisfaction scores. Despite low adherence in implementation, patient satisfaction increased for all three measured variables (Brosinski and Riddell, 2020). The application of the Nursing Round System (NRS) supports the reduction of light calls (lights), falls, and injuries and increases patient satisfaction. This study also provides evidence that improving patient care management and patient satisfaction and safety can be achieved with interventions that nurses able to initiate and carry out (Saleh et al., 2011).

It was found that the implementation of nursing leader rounds had a significant impact in increasing patient satisfaction with patient and family involvement, patient discharge processes and care coordination, staff performance, responsiveness, and interaction with patients (Ayaad et al., 2019). By practicing the nursing round, it ensure that the patient feels cared for by the nursing staff while in the hospital, and increase nurse-patient interaction, satisfaction, and results (East et al., 2020). During the nursing round, a nurse improve their ability to make decisions (Utama, Malini, and Priscilla, 2019). The nursing round is an effective strategy in initiating many changes in aspects of care, especially improving

communication among team members regarding interactions between nurses (Aitken et al., 2011).

The nursing round is a method in nursing services that is useful for improving service to patients and providing input to nurses about nursing care and is a strategy that allows nurses to develop processes and skills to facilitate autonomy, decision making, effective team relationships, and professional status (Aitken et al., 2011). Staff who participated in the nursing rounds also reported higher levels of professional satisfaction among themselves, especially concerning a better understanding of their patients' care (Flowers et al., 2016). The nursing round influences the performance of nurses in nursing care at the Royal Prima Hospital, Medan. This shows that the nursing round has implications for increasing the ability of nurses both in terms of knowledge and skills of nurses in providing nursing care so that the performance of nurses in providing nursing care is more optimal (Siahaan, Siagian and Bukit, 2018). Improving the quality of nursing services is the duty and responsibility of all so that efforts to optimize the implementation of nursing care rounds and documentation done properly, it is necessary to monitor and evaluate periodic assessments of implementation in hospitals (Rohita and Yetti, 2017).

With the development of the times, patients are show interest in the services they receive, the value of patient satisfaction is an important thing that affect the assessment of the quality of a health institution. In this problem, the application of the nursing round is a solution to improve the quality of nursing care which affect patient satisfaction when receiving care.

A limitation of this literature review is the potential for finding different opinions on the application of nursing in a particular care setting. The studies that have been identified were not conducted in all countries, there were only seven countries that had different cultures and interaction processes. The application of the nursing rounds discussed is also not carried out in all care settings, only a few are applied in general inpatient rooms with patients who have different diagnoses, medical-surgical units, emergency departments, oncology units, intensive care units (ICU), care units, elderly and maternities who are likely to have different outcomes in other care settings. Several other specific aspects related to nursing actions should still be considered when implementing a round of nursing interventions.

5. CONCLUSION

The implementation of the nursing round influences improving the quality of nursing care through the application of theoretical concepts to evidence-based nursing practice. Some of the advantages in implementing the nursing round are that problems complained by patients can be resolved, fulfill patient needs, raise up a professional nursing community, cooperation between health teams, and nurses able to carry out appropriate and correct nursing care model.

These advantages influence in patient satisfaction with nursing services.

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