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## **Effectiveness of NEPIL (Pain, Elimination, Position, Infusion and Environment) Nursing Rounding Implementation on Patient Satisfaction Level: Literature Review**

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### **Abstract**

**Introduction:** This study is conducted to determine the effectiveness of Nursing Rounding Implementation on the level of patient satisfaction. Nursing Rounding can also reduce the incidence of falls, plebitis rates and bell ringing if done correctly.

**Objective:** Nursing Rounding has an impact on patient satisfaction. Nursing Rounding can also reduce the incidence of falls, plebitis rates and bell ringing if done properly.

**Method:** literature review uses journals identified from Pubmed, EBSCO, crossref, Pro Quest and Google Scholar.

**Result:** The results of the 17 journals taken from 2018-2023 state that Nursing Rounding can increase patient satisfaction rates, improve patient safety quality, reduce the incidence of plebitis, reduce the number of bell calls and reduce the incidence of falls.

**Conclusion:** Nursing Rounding is a systematic process used by professional health care providers to anticipate and address the fundamental needs of patients, especially in the treatment room. Nursing Rounding uses NEPIL systematics, namely pain, elimination, position, infusion, Possession, and patient environment to improve patient satisfaction.

**Keywords:** Nursing Rounding; NEPIL; Patient Experience

## INTRODUCTION

Hospital growth is growing rapidly at this time. Every where can be found easily both private and government hospitals. This condition makes patients have much choices to choose hospitals for treatment and this makes every hospital compete with each other to increase the number of visits both inpatient and outpatient (1). For this reason, a hospital must have specific strategies to be able to compete with other hospitals with have sophisticated medical equipment and human resources. It cannot be denied that patients need these sophisticated tools, but in the other hand patients is also need human touch from the care giver (2).

Nurses who are with patients for 24 hours a day are considered to have a role to meet the needs of patients. To meet those needs the thing that can be done by the hospital is to carry out regular Nursing Rounding where the results can have an impact on increasing Patient Satisfaction (Resa et al, 2014) (3). When doing nursing rounding, there is a strong interaction between patients and nurses, where nurses quickly respond to patient needs. Points in Nursing Rounding include patient needs, namely pain management, toileting, changing position, environmental management-comfort (Meade, Bursel. Ketelson, 2006) (4).

Satisfaction is a person's feeling of pleasure that comes from comparing the activities and pleasure of a product with his expectations (Nursalam: 2011) (5). Kolter (in Nursalam: 2011) states that satisfaction is a person's feeling of pleasure or disappointment that arises after comparing his perceptions or impressions of the performance or results of a product and his expectations (6). Customer satisfaction is an emotional response to experiences related to certain products or services purchased, retail outlets, or even behavioral patterns in shopping and buyer behavior, according to Westbrook and Relly (in Tjiptono: 2007) (7). According to Endang (in Mamik: 2010) patient satisfaction is an evaluation or assessment after using a service, that the selected service at least meets or exceeds expectations (8).

The American Nurse Association (ANA) sets ten quality standards that are used in an effort to improve the quality of nursing services in hospitals. The ten quality standards are nosocomial infection rates, fall rates, patient satisfaction with nursing services, patient satisfaction with pain management or comfort, patient satisfaction with health education, patient satisfaction with nursing care, efforts to maintain skin integrity, nurse satisfaction levels, work combination of professional and non-professional nurses, total number of nurses per patient (Wojner, 2001). One way to improve the quality of care in hospitals according to the ANA standards is to fulfill patient satisfaction with nursing care, health education, and nursing services (9).

## METHODS

Based on the results of a search through a literature review from Crossref, Google scholar, Ebsco, Pro Quest, Pubmed using the keywords "Nursing rounding or Hourly rounding and patient satisfaction", in Indonesian using the keywords "Nursing Round and Patient Satisfaction Level" and searching from 2018-2023 (10). Journal taken Instrument or Tool: A description of the instrument, tool, or questionnaire used in data collection. Data Collection Procedure: A description of the steps taken to collect data, including data collection techniques and procedures used. Data analysis methods used to process the data collected, such as descriptive statistics, inferential analysis, or qualitative analysis (11).

Following the research criteria and following the report generation system specified for the Systematic Review and Meta-Analysis (PRISMA), the framework for critical appraisal of each article and finally 17 articles were obtained according to the meta-analysis (12). The search rules in this literature review use several keywords used in obtaining relevant journals used in this journal consisting of "Nursing rounding or Hourly rounding and patient satisfaction". Journal searches using the PICO (Participant-Intervention-Comparison-Outcome) framework designed journal criteria for meta-analysis as follows (13):

**Table 1.** Journal Keywords

Criteria	Inclusion	Exclusion
Problem/ population	International and national journals that related to the topic. The research topic is Nursing rounding or Hourly rounding and patient satisfaction.	International journals that not related to the research topic is Nursing rounding or Hourly rounding and patient satisfaction.
Intervention	Implementation of interventions related to Nursing Rounding	Implementation of interventions that are not related to Nursing Rounding
Comparison	Patient satisfaction, NEPIL	Not related to patient satisfaction, NEPIL
Outcome	There is a relationship between Patient Satisfaction and NEPIL	There is no relationship between Patient Satisfaction and NEPIL
Year of publication	Published journal or article Year 2018-2023	Journals or articles published Before 2018-2023
Language	English and Indonesian	In addition to English and Indonesian

Then the literature review was carried out in accordance with the results of the Critical Appraisal that had been carried out previously. The results of the selection of study articles can be described in the following flow diagram (Table 2):

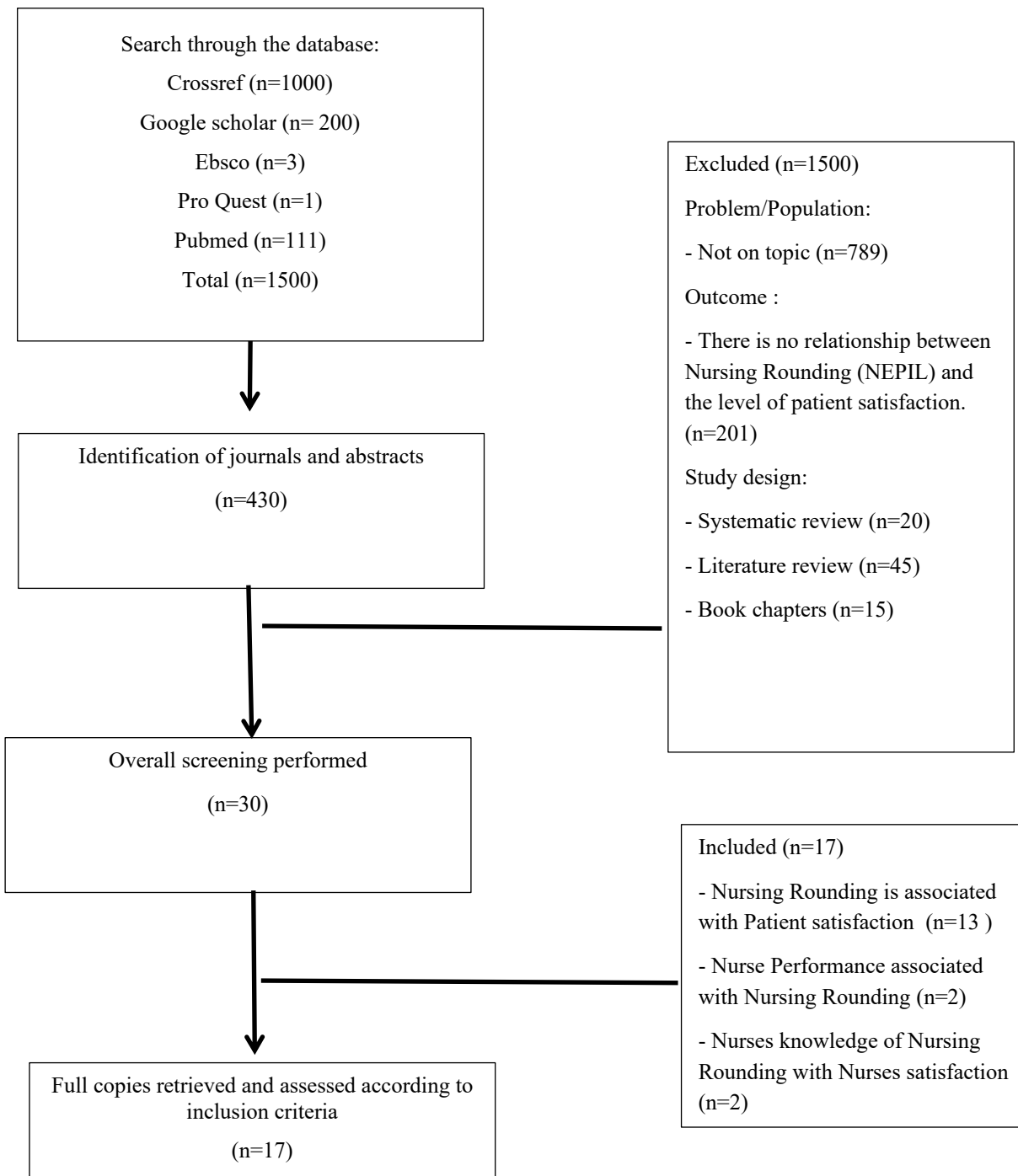


Table 2. PRISMA Diagram/Scheme

**RESULTS**

The search for journals identified as many as 1500 (1000 from Crossref, 200 from Google scholar, 3 from Ebsco, 1 from Pro Quest and 111 from Pubmed) and 789 were excluded because they could not be accessed and did not have inclusion criteria, and screening was carried out. There were only 17 journal results that met the inclusion criteria, as depicted in the PRISMA schematic diagram (Table 2).

Table 3. Article Summary

No	Title	Author	Purpose	Design	Result
1	<b>Call Bell Usage</b>  CLINICAL JOURNAL OF ONCOLOGY NURSING JUNE 2020, VOL. 24, NO. 3.2020	Barry C. Johnson, PhD, BSN, RN, dan Laurie Bryant, RN, MSN	The focus of this study is to determine whether the increased emphasis on hourly rounding impact on call bell usage which has an effect on patient satisfaction surveys	1. Monthly data of the call bell system in use 2. Weekly reports before and after the intervention 3. Measure the effectiveness of the intervention	Patient satisfaction survey respondents reported An increase of 37.5% (n=8) pre-intervention to 60% (n=5) post-intervention.
2	Nurse and patient satisfaction with intentional rounding in a rural Australian setting DOI: 10.1111/jocn.15180 2019	Leah East BN Hons, PhD, Profesor Madya <sup>1,2</sup> . Dianne Targett BN, MN Clin Ed, Klinis Perawat Pendidik <sup>2</sup> . Hamish Yeates RN, MN, Direktur Keperawatan dan Kebidanan <sup>2</sup> . Elizabeth Ryan BN, MN Clin Ed, Dosen <sup>1</sup> . Louisa Quiddington Sarjana Keperawatan Siswal. Cindy Woods BEd, MPH, Asisten Peneliti	The aim of this study was to compare nurse and patient satisfaction with Nursing Rounding in an Australian rural hospital setting and to examine which aspects of care predict satisfaction.	studi cross-sectional	The results of the analysis showed four variables predicted patient satisfaction. The strongest predictor of patient satisfaction was I felt comfortable and safe while in this ward. interested in their patients' feelings about their care (M = 4.76). ( $\bar{y} = 0.72$ , $p < 0.001$ ), followed by the nurse being interested in my feelings about my care ( $\bar{y} = 0.28$ , $p < 0.001$ ). ( $\bar{y} = 0.28$ , $p = 0.003$ ), I can see the nurse when I need her ( $\bar{y} = .26$ , $p = .006$ ) and I can get pain relief when I need it ( $\bar{y} = .18$ , $p = .033$ ).
3	Effect of Nurse Roundtable with Nepil on Satisfaction of Surgical Inpatients at Hospital A Tangerang DOI: <a href="http://dx.doi.org/10.33846/sf12209">http://dx.doi.org/10.33846/sf12209</a> 2021	Nunik Yuli Astuti	The purpose of the study was to determine the systematic rounds of nurses NEPIL (Pain, Elimination,	This study used quasi experiment pre and post design with control group.	The results showed that there was a significant difference before and after the nurse round with NEPIL which is

No	Title	Author	Purpose	Design	Result
			Position, Infusion and Environment) on patient satisfaction.		done every 2 hours (p=0.024). There is a significant effect of nurse rounds with NEPIL, especially patient characteristics, namely class of care, on increasing patient satisfaction statistically (p=0.028).
4	Purposeful Hourly Rounding by Nurses: A Best Practice Implementation Project Nomor DOI : 10.5958/2320-8651.2019.00022.X 2019	M. Sai Ram1 , Jobby John2 , Sherly John3	This project aims to improve patient satisfaction and safety through the implementation of hourly rounding by nurses	The FADE QI model is one of the most common models for quality improvement. There are four steps to this model that covers a wide area and easy to use: 1. The first step is Focus 2. The second step is Data analysis. 3. The next step in the process is Development 4. The last step in the quality improvement process is Execution/Evaluation	The concept of intentional hourly rounding was chosen for implementation as it is an evidence-based practice and appears to be beneficial in all IPD wards. A video-assisted training program was presented to all nurses working in the wards. Nurses expressed appreciation that they had been consulted, trained and their feedback incorporated into the tool before it was implemented. Resources required to implement the protocol were identified and provided.

No	Title	Author	Purpose	Design	Result
5	Purposeful hourly rounding to decrease peripheral intravenous infiltrations and extravasations in pediatrics Journal of Pediatric Nursing 61 (2021) 59–66 <a href="https://doi.org/10.1016/j.pedn.2021.03.009">https://doi.org/10.1016/j.pedn.2021.03.009</a> 0882-5963/2021	Mayra G. Garcia, DNP, APRN, PCNS-BC ÿ, Hayden Dutton, MSN, RN, CPN	To apply structured hourly rounding to decrease the median rate of moderate PIVIE rate from 3.13 to 2.58 per thousand patient-days over a period of 6 months in pediatric patients receiving continuous IV fluids.	Using the PIV assessment acronym of Assess, Compare, Touch (ACT), the PATH acronym was created to help nurses remember the hourly assessment components that include pain, ACT, family needs, and Hospital Acquired Conditions (HAC).	Hourly Rounding using the PATH model successfully implemented the hourly PIVAS assessment. The unit reduced the median moderate PIVAS rate to 1.83 per thousand patient days, an improvement of 41%. The trial also resulted in the positive unintended positive consequences of an increase in pain reassessment from 67% to 100%, an increase in patient satisfaction scores from 67% to 97%, and a 29% reduction in patient falls.
6	Caring Behavior and Hourly Rounding: Nurses' Perception  1 Al-Ahliyya Amman University, Faculty of Nursing, Amman, Jordan  DOI: 10.2174/18744346-v17-e230210-2022-118, 2023, 17, e187443462301270 2023	Rabia S. Allaril,* and Khaldoun Hamdan	This study aims to examine Jordanian nurses' perceptions of caring behaviors and Hourly Rounding and assess the correlation between perceived caring behaviors and Hourly Rounding and Nursing Rounding	A descriptive cross-sectional correlational design was used to conduct this study.	Pearson's correlation coefficient was calculated to assess the linear relationship between nurses' perception of hourly rounding and their perception of caring. The test showed a strong positive correlation between the two variables, $r(1376) = 0.473$ , $p < 0.001$ .
7	Exploring Practices of Bedside Shift Report and Hourly Rounding. Is There an Impact on Patient Falls? JONA Vol. 50, No. 6 June 2020 DOI: 10.1097/NNA.0000000000000897 2020	Carolyn Sun, PhD, RN, ANP-BC Caroline J. Fu, MPH Jessica O'Brien, MS, RN,	Objective 1: Describe the frequency of BSR and SDM in the unit inpatient medical/surgical units using a	Each Nurse was observed at intervals of 15-minute intervals throughout the day and all days of the week; their activities were	Nine thousand six hundred and ninety-three observations recorded in 11 units across 4 hospitals in 281 shifts. Falls

No	Title	Author	Purpose	Design	Result
		AGCNS-BC, PCCN Kenrick D. Cato, PhD, RN, CPHIMS, FAAN Lauren Stoerger, MSN, RN, NEA-BC, CCRN, CNRN Alan Levin, MSN, MBA, RN, CPHQ, NEA-BC	worksampling technique. Objective 2: Explore the relationship between nurse supervision including BSR and HR and patient falls.	recorded at these intervals activity was recorded at these intervals using a previously published instrument previously published instrument, adapted to the needs of this study this study.	were associated with shift and day of the week but not with BSR, HR, or frequency of patient encounters. Regression model included frequency with patients, shift, day of the week, and HR.
8	Proactive Patient Rounding Impacts on Patient Satisfaction in UAE DOI: 10.2174/18744346-v17-230717-2023-72, 2023	Ruqaya Ahmed AlShehhi1,* , Fatma Refaat Ahmed1 , Nabeel AL Yateem1 and Arnel Selgado	This study aims to assess the effect of PPR implementation on the level of patient satisfaction.	This quantitative research approach uses a quasiexperimental post-test design.	This study revealed a positive increase in patient satisfaction scores as the experimental group scored slightly higher than the control group for most satisfaction statements and the overall satisfaction score (experimental m = 4.6, control m = 4.41). However, an independent t-test showed that this difference was not statistically significant (sig. 0.161).
9	The Effect of Intentional Nursing Rounds Based on the Care Model on Patients' Perceived Nursing Quality and their Satisfaction with Nursing Services  <a href="https://doi.org/10.1016/j.anr.2018.08.003">https://doi.org/10.1016/j.anr.2018.08.003</a> 2018	Nayeon Shin,1 Jummi Park2, *	This study examined the effect of intentional nursing rounds based on a model of care on patients' perceived quality of care and patients' satisfaction with nursing services.	This research is a quasi-experimental study with a design nonequivalent control group nonsynchronized	Participants were 70 patients (experimental group) and 75 patients (control group). Results of the analysis The results of the difference-in-differences analysis confirmed that the level of patient-perceived nursing quality of the experimental group was 0.85 points (out of

No	Title	Author	Purpose	Design	Result
10	Impact of Nurse-Led Interprofessional Rounding on Patient Experience  <a href="https://doi.org/10.1016/j.cnur.2018.10.007">https://doi.org/10.1016/j.cnur.2018.10.007</a> 2018	Denise K. Gormley, PhD, RNa , Amy J. Costanzo, PhD, RN-BCb, *, Jane Goetz, MSN, RN, NEA-BCb , Jahmeel Israel, MSa , Jessica Hill-Clark, MBA, MAa , Tracy Pritchard, PhDa , Katherine Staubach, MSN, MEd, RN, CPPSb	The objective of this quality improvement (QI) project was to implement nurse-led interprofessional bedside rounds aimed at reducing fragmentation and improving quality.	The QI design for this project was the Plan-Do-Study-Act (PDSA) model.	5.00) higher (P .041) and satisfaction with the level of nursing care was 8.28 points (out of 110.00) higher (P .041). nursing service level was 8.28 points (out of 110.00) higher (p < .001) than the control group.  The findings of the nurse-led interprofessional bedside rounds QI project showed a significant impact on patient experience as shown in the HCAHPS domain scores of "Communication with Nurses," "Communication with Physicians," "Communication about Medications," and "Discharge Information." This nurse-led interprofessional consultation project is now in the sustainability phase. Much of the responsibility for maintaining the nurse-led interprofessional rounds has been transferred from the project team to the unit leadership team.
11	The effect of hourly nursing rounds on patient satisfaction at Debre Markos Referral Hospital, Northwest Ethiopia: A non-randomized controlled clinical	Henok Mulugetaa,* , Abebe Dilie Afenigusa	The purpose of this study was to determine the	Quasi-experimental non-equivalent group study design	The t-test results showed that patients in the intervention



No	Title	Author	Purpose	Design	Result
	Trial <a href="https://doi.org/10.1016/j.ijans.2020.100239">https://doi.org/10.1016/j.ijans.2020.100239</a> 2020	, Fasil Wagneva , Dessalegn Hailea , Aster Tadessea , Getiye Dejenu Kibrethb	effect of hourly nursing rounds on patient satisfaction with nursing care.		group had higher satisfaction scores than patients in the control group on the second day of hospitalization, although it was not statistically significant (P = 0.215). patients in the control group on the second day of hospitalization although not statistically significant (P = 0.215).
12	Nursing rounds: A quality improvement project to improve outpatient satisfaction  DOI: 10.1111/jonm.13131 2020	Qing Qiu Fan RN, BSN, Associate Professor, Head Nurse1   Xiu Qin Feng RN, MSN, Professor of Nursing, Vice Director2   Jing Fen Jin RN, MHA, Professor, Director	Implementing nursing rounds to improve quality and patient satisfaction Conclusion: The institution of daily nursing has made overall progress of the outpatient department.	Metode Improvement Reporting Excellence (SQUIRE 2)	Validated improvements are satisfaction with outpatient services from patients. Effective nurse-patient communication, improved nursing quality and physician satisfaction with outpatient department operations, reduced wait times and more efficient management all impact safety.
13	Implementing nursing round to deal with unresolved nursing problem on patient with acute pain: A case report  Journal of Public Health Research 2021; volume 10:2210 2021	Ike Nesdia Rahmawati  School of Nursing, Faculty of Medicine, Universitas Brawijaya, Malang, Indonesia	This paper aims to demonstrate the utilization of lap nursing to deal with problems in patients, and the its effect in	The research design used is a single case report, while the research method used is exploratory and descriptive. the research methods used were exploratory and descriptive.	Nursing rounding is an effective strategy for initiating a number of changes including improved communication and interaction between the nursing team in discussing the patient's clinical problems. In addition, it is useful in

No	Title	Author	Purpose	Design	Result
14	The Effect of Nursing Rounds on the Level of Job Satisfaction of Implementing Nurses in the Inpatient Room of Aisyiyah Kudus General Hospital Indonesian Journal of Nursing Research, Vol 5 No 1, Mei 2022	Tri Suwanto 1 , Yulisetyaningrum 2 Indanah3	This study aims to examine the effect of Nursing Rounds on Nurses' job satisfaction in the inpatient room of Aisyiyah Kudus Hospital	The research method used a quasi-experiment pseudo-experiment. The research design used pretest posttest with control group design with one type of treatment	developing clinical practice, evidence-based care, and understanding of the condition. of the condition.  There is no significant effect of nursing rounds on the level of job satisfaction of nurses in the inpatient setting. implementation of inpatient care ( $p=0.004, =0.05$ ), with the professional status subvariable significantly improved after nursing rounds ( $p=0.03, =0.05$ ).
15	THE EFFECT OF NURSING ROUND TRAINING ON PERFORMANCE NURSES IN NURSING CARE IN ROYAL PRIMA HOSPITAL MEDAN	Juwita Verawati Siahahan, Albiner Siagian, Evi Karota Bukit	The purpose of this study is	This research uses the method of quasi-experiment method with pretest-posttest with control group design.	The results showed that 40.63% of the respondents had poor performance before training, and 68.75% of them had good performance after training. The results of statistical tests show that there is a difference in the level of satisfaction of nurses. performance in providing nursing care before and after nursing round training ( $p = 0.00 < 0.05$ and mean difference between the two levels). $0.00 < 0.05$ and mean difference = 27.56).

No	Title	Author	Purpose	Design	Result
16	Implementation of Nursing Rounds on the Level of Knowledge of Nurses in the Aisyiyah Hospital Inpatient Room Padang JIK (Jurnal Ilmu Kesehatan)   Oktober, 2021 Volume 5 No. 2 doi : 10.33757/jik.v5i2.427.g179 2021	Yuanita Ananda1, Mulyanti, Roberto Muliantino2, Muthmainnah3, Nelwati4	To determine the effect of nursing round training on the performance of nurses in providing	The type of research is quantitative with One Group Pretest-Posttest Design..	Statistical test results using paired samples T-test obtained p value = 0.000 (<0.05), it can be concluded that there is an effect of the implementation of the nursing round on the the level of knowledge of nurses in the inpatient room of Aisyiyah Padang General Hospital.
17	INCORPORATING HOURLY ROUNDING TO INCREASE EMERGENCY DEPARTMENT PATIENT SATISFACTION: A QUALITY IMPROVEMENT APPROACH <a href="https://doi.org/10.1016/j.jen.2019.08.004">https://doi.org/10.1016/j.jen.2019.08.004</a> 2020	Carmen Brosinski, MSN, RN, SANE-A, and Autumn Riddell, MSN, RN, CEN, ACCNS-AG, Portsmouth, VA	The goal of this patient-centered care process improvement project is to increase patient satisfaction within 6 months.	Questionnaires collected through the system Interactive Customer Evaluation	Hourly rounding compliance was 39% in intervention I and 51% in intervention II. Approximately 0.01% of patients submitted satisfaction data. From baseline to the conclusion of intervention II, overall patient satisfaction overall patient satisfaction increased from 52% to 73%; perceptions of the attitude of staff increased from 70% to 84%; and whether the healthcare team answered all patient questions/concerns answered all patient questions/concerns increased from 63% to 81%.

## DISCUSSION

### Effectiveness of Nursing Rounding implementation

This research was conducted using a literature review method from several research journals related to "Effectiveness of Implementing Nursing Rounding on Patient Satisfaction Levels". The number of journals studied was 17 journals consisting of 4 national journals and 13 international journals. The journal describes the influence of Nursing Rounding on the nursing services provided which can improve the quality of nursing and increase patient satisfaction during treatment (14). Nurses are with patients 24 hours and have an important role in meeting patient needs. In meeting these needs, hospitals carry out Nursing Rounding consistently where the results can have an impact on increasing patient satisfaction (Resa et al, 2014) (3). When conducting Nursing Rounding, there is a strong interaction between patients and nurses, nurses quickly respond to patient needs. Points in Nursing Rounding include patient needs, namely pain management, toileting, changing position, environmental management-comfort (Meade, Bursel. Ketelson, 2006) (4).

### Results related to Patient Experience

Of the 17 studies, 13 journals linked Nursing Rounding (NEPIL) with the level of nurse satisfaction, and 3 other journals linked nurses' knowledge regarding Nursing Rounding with patient satisfaction. Of the 17 journals related to patient satisfaction levels, the researchers raise this issue based on the reality in the field, especially for inpatient rooms. This research also states patient satisfaction with Nursing Rounding in the outpatient unit and emergency unit. The research background is due to problems that often occur in nursing services such as long bell calls, patient needs such as elimination, pain management and position changes not being met. Improving the quality of nursing services is also one of the reasons why researchers carried out this research, with the incidence of phlebitis infusions in children and patient falls caused by lack of control from nurses, causing patients to be treated for longer and at significant costs (15). For the other 3 journals related to the knowledge and performance of nurses, it is related to nurse satisfaction, which was appointed by researchers because nurses are considered to have a role in nursing services, where nurses are required to have a sense of caring and good performance as well as good knowledge. To implement Nursing Rounding, it is necessary to have the same perception among all nurses regarding the purpose of Nursing Rounding and what will be expected by patients and nurses (16).

The methods used by researchers are very diverse, starting from distributing questionnaires, cross-sectional studies, quasi experiments, Plan-Do-Study-Act (PDSA), descriptive correlational cross-sections, quasi-experiments, quantitative with One Group Pretest-Posttest designs and observation. This research method involves patients, nurses, and other care providers (17).

### Effect of Nursing Rounding on NEPIL

From the journals taken, the researchers found that Nursing Rounding was related to the level of patient satisfaction. This was done by researcher Barry C Et. al, which stated that the level of patient satisfaction before Nursing Rounding was carried out was 37.5%, increasing to 60% (18). Leah East BN Hons, PhD Et. al which shows the level of patient satisfaction in 4 variables, namely the patient feels calm ( $M = 4.76$ ). ( $\bar{y} = 0.72$ ,  $p < 0.001$ ), happy with the care received ( $\bar{y} = 0.28$ ,  $p = 0.003$ ), Nurses available when needed ( $\bar{y} = .26$ ,  $p = .006$ ), and received immediate help when they felt pain ( $\bar{y} = \bar{y}0.18$ ,  $p = .033$ ) (19). According to Mayra G, Et. Al, Nursing Rounding related to infusion installation can also reduce the fall rate from median to moderate, reduce recurrent pain from 67% to 100%, increase the patient satisfaction rate from 67% to 97%, and reduce the fall rate to 29% (20). Qing Qiu Fan RN, BSN, Et. al, stated that good communication between nurses and patients can improve nursing quality and doctor satisfaction with outpatient services, reduce waiting times with good management, all of which will have an impact on patient safety thereby increasing patient satisfaction (21). Carmen Brosinski, MSN, RN, SANE-A Et. al, stated that there was an increase in patient satisfaction with results from 52% to 73% (22). The results of research related to Nurse performance related to knowledge related to Nursing rounding on Nurse satisfaction as from researcher Rabia S. Et al. This test shows the results of a positive and strong relationship between the two variables,  $r(1376) = 0.473$ ,  $p = <0.001$  (22). According to Juwita Verawati Siahaa et al, the results of statistical tests show that there are differences in the level of nurse satisfaction. Performance in providing nursing care before and after training related to Nursing Rounding ( $p=0.00 <0.05$  and mean difference = 27.56) (23). According to Yuanita Ananda Et. al, stated that the results of statistical tests using paired samples T-test obtained a p value = 0.000 ( $<0.05$ ), so it can be concluded that there is an influence of the implementation of Nursing Rounding on the level of knowledge of inpatient nurses at Aisyiyah RSU Padang (24).

## CONCLUSIONS

Factors that determine the quality of health services include nursing services. Apart from that, the method for quality nursing services is the professional nursing care model. Patient safety and satisfaction in hospitals is a

focus and concern for nursing leaders and they relentlessly research evidence-based care initiatives to improve patient safety. One of the main performance improvement initiatives to improve patient safety and increase patient satisfaction is to implement Nursing Rounding.

Nursing Rounding is a systematic process used by professional health service providers to anticipate and address patients' basic needs, especially in the treatment room. Nursing Rounding uses the NEPIL systematics, namely Pain, Elimination (BAB/BAK), Position, Infusion, Possession (patient environment) can increase patient satisfaction. Implementation of Nursing Rounding requires a strong commitment from nurses to be carried out consistently and knowledge and perceptions of Nurses regarding Nursing Rounding must always be provided, especially for new Nurses so that can create the same perception for all Nurses in implementing Nursing Rounding

## ADVICE

The implementation of Nursing Rounding requires control from the leadership in each nursing unit so that it is consistent in its implementation. Evaluation is needed in every implementation of Nursing Rounding to see the effectiveness of its implementation, not just visits to patients. An audit needs to be carried out to ensure that the program is running well, and it is necessary to update nurses' knowledge regarding Nursing Rounding and the quality of patient safety.

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