



CipherHealth Improving Patient Experience Through Data-Driven Rounding



Rounding is a core practice across nearly every healthcare system. Research shows that structured, timely rounding can nearly double compliance, reduce falls by 50%, and boost staff responsiveness by 15%.¹ The key to great rounds is beyond surveys and focuses on proactive service recovery. Leading organizations leverage CipherRounds to simplify workflows and enable personalized patient conversations, ultimately enhancing the care experience for patients and staff alike.

System-Wide Quality and Safety Enhancements

ChristianaCare, a nonprofit health system headquartered in Wilmington, DE, used CipherHealth's digital patient rounding technology to advance its quality and safety initiatives. By implementing CipherRounds as part of their "Perfect Care Bundle," ChristianaCare took a data-driven approach to patient safety, proactively reducing preventable harm through customized rounding protocols. This effort positioned ChristianaCare among Healthgrades' America's 50 Best Hospitals in 2021 and 2022.

Key Results

41%

decrease in hospital-acquired infections (HAIs)

20%

reduction in falls

12%

reduction in hospital-acquired pressure injuries (HAPIs)

Over 80

"Zero Harm" awards across three campuses for maintaining zero preventable harm for 12 consecutive months

1. <https://pubmed.ncbi.nlm.nih.gov/26878929/#:~:text=Background:%20Purposeful%20and%20timely%20rounding,Practice%20audit%20tool%20were%20used.>

Aligning Organizational Goals

Prisma Health, South Carolina's largest nonprofit health system, used CipherHealth's digital rounding technology to address complex operational challenges across its 18 hospitals. By integrating CipherRounds into their clinical operating system, Prisma Health could better structure and align their patient and staff rounding programs, enabling proactive service recovery and improving care quality.

Key Results

17-point

improvement in "Likely to Recommend" scores across emergency departments

Enhanced

ability to prioritize high-risk patients and address safety concerns in real time

35-point

improvement at their largest emergency department (Level 1 Trauma Center) over two years

Patient-Centered Care in the ED

An east coast healthcare system with 1,100 beds and 55,000 hospital discharges implemented CipherHealth's Self-Service Rounding (SSR) technology to enhance communication and service recovery in its Emergency Department (ED). By allowing patients to access FAQs and request assistance in real time, SSR enabled them to prioritize critical patient needs while reducing their staff's workload.

Key Results

2,032

self-rounds initiated between April and October 2024

58%

of self-rounds identified improvement opportunities

1,119

self-rounds completed in the same timeframe

