

Purposeful Hourly Nurse Rounding (PHNR) to Improve Clinical Outcomes and Patient Experience: A Qualitative Study of Nurses' Experiences

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Abstract

Background: Purposeful Hourly Nurse Rounding (PHNR) is a key strategy for improving patient satisfaction and safety in healthcare settings (Saleh,2011). Implementing effective hourly rounding models has gained attention in public hospitals due to the potential positive impact on patient outcomes. However, there is limited research exploring the qualitative aspects of purposeful hourly nurse rounding models in public hospitals. Understanding the perspectives of nurses and patients involved in these models is crucial for optimizing their effectiveness. **Aim:** This study aimed to qualitatively explore purposeful hourly nurse rounding models in public hospitals from the perspectives of nurses and patients. Specifically, it sought to understand the experiences, perceptions, and attitudes towards purposeful hourly rounding, and identify the potential barriers and facilitators in implementing and sustaining these models. **Methods:** A qualitative research design utilizing semi-structured interviews was employed to collect data from a purposive sample of nurses and patients in public hospitals practicing purposeful hourly nurse rounding. The interviews were audio-recorded, transcribed verbatim, and analyzed using thematic analysis. Rigorous adherence to ethical considerations was maintained throughout the research process. **Results:** The findings revealed several themes related to purposeful hourly nurse rounding models in public hospitals. Nurses highlighted increased patient satisfaction and improved communication as key benefits of purposeful hourly rounding. They also emphasized the importance of time management, teamwork, and leadership support in successful implementation. Patients reported feeling more supported, cared for, and involved in their care during purposeful hourly nurse rounding, leading to enhanced satisfaction and confidence in the healthcare system. **Conclusion:** This qualitative exploration of purposeful hourly nurse rounding models in public hospitals highlights the positive impact on both nurses and patients. It underscores the significance of effective communication, teamwork, and leadership involvement in successful implementation of purposeful hourly rounding. The findings underscore the potential benefits of purposeful hourly nurse rounding in public hospitals and emphasize the need for further research to optimize and sustain these models.

Keywords: Nursing rounds, Clinical Outcomes, Patient Experience, qualitative study, nurses' experiences.

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INTRODUCTION

In recent years, there has been an increasing focus on improving patient satisfaction and outcomes in healthcare settings (Bell,2020). One approach that has

gained traction is the implementation of Purposeful Hourly Nurse Rounding (PHNR) models in public hospitals. This qualitative exploration aims to delve deeper into the effectiveness and impact of PHNR models in enhancing patient care, communication, and overall hospital experience.

According to Olulana (2021), the healthcare industry has witnessed a paradigm shift, acknowledging the importance of patient-centered care models. As a result, strategies like Purposeful Hourly Nurse Rounding have gained traction as they address the need to prioritize patient preferences and enhance clinical outcomes. Traditionally, nurses would respond to patient needs reactively, making rounds only when necessary or when called upon. However, this approach often resulted in delayed or fragmented care, leading to various complications and reduced patient satisfaction (Ford, 2012).

Purposeful Hourly Nurse Rounding involves nurses proactively visiting patients on an hourly basis, using a structured framework to assess their needs, address any concerns, and provide necessary care (Brosey, 2019). This systematic approach aims to minimize patient anxiety, improve patient and staff communication, increase patient satisfaction, and reduce preventable adverse events. By conducting this qualitative study, we seek to gain a comprehensive understanding of the different elements that contribute to the success or hindrance of PHNR models in public hospitals.

Public hospitals serve diverse populations, often with limited resources and an increased patient load. Implementing PHNR models in such settings has the potential to improve patient outcomes while optimizing available resources. The findings of this qualitative exploration will shed light on the challenges and facilitators of implementing PHNR models in public hospitals, providing valuable insights for healthcare administrators, policymakers, and nurses who are considering or already using this approach.

The exploration of PHNR models in public hospitals will involve conducting in-depth interviews with nurses, patients, and healthcare administrators (Bell, 2020). By utilizing a qualitative approach, we aim to capture the nuanced experiences and perspectives of those directly involved in the implementation and execution of PHNR models. Through these interviews, we hope to identify the key components that contribute to successful implementation and determine the factors that may hinder the effectiveness of these models.

According to Masangkay (2021), the integration of PHNR not only aids in reducing clinical complications such as falls, pressure ulcers, and hospital-acquired infections but also fosters effective communication and collaboration between patients and

healthcare providers. Through face-to-face encounters, patients can express their concerns, ask questions, and actively participate in their care plans, engaging them in shared decision-making processes. This level of engagement not only enhances patient satisfaction and experience but also imparts a sense of empowerment and involvement in their healthcare journey.

Patient satisfaction and the overall hospital experience are critical measures of healthcare quality (Brosey, 2019). By examining how PHNR models impact these factors, we can assess whether this approach leads to improved patient outcomes, reduced healthcare costs, and increased nurse and patient satisfaction. The interviews will also allow us to explore any unintended consequences or ethical considerations associated with the implementation of PHNR models, providing a holistic view of the impact of these models on healthcare delivery.

Additionally, this qualitative exploration will examine the role of effective communication within PHNR models. We will explore the methods and tools nurses use to communicate with patients during their rounds and assess their impact on patient understanding and engagement. By identifying communication strategies that work best in PHNR models, we hope to provide insights that can be applied across healthcare settings to facilitate better communication between nurses and patients.

The findings of this qualitative exploration will contribute to the existing body of knowledge on hourly nurse rounding models and their application in public hospitals. By leveraging the experiences and perspectives of healthcare professionals and patients, we will gain valuable insights into the strengths and weaknesses of PHNR models, and recommendations for improving their implementation and effectiveness.

Research Questions:

- How does purposeful hourly nurse rounding impact clinical outcomes for patients?
- How does purposeful hourly nurse rounding influence patient satisfaction and overall patient experience?
- What are the perspectives and experiences of nurses in relation to purposeful hourly nurse rounding?

Aims

Within this specific setting, the aims of this research were to:

- To explore the impact of purposeful hourly nurse rounding on clinical outcomes and patient experience.
- To identify the specific aspects of nurse rounding that contribute to improved outcomes and to provide recommendations for the implementation of purposeful rounding in healthcare settings.

- To improve patient care and enhance the overall healthcare experience through the implementation of purposeful nurse rounding strategies.

METHODS

Design

An exploratory qualitative research design was utilized to achieve the purpose of the study. Such design fits the nature of the problem under investigation. Typically, the qualitative descriptive research design is applied to study issues in nursing and healthcare, aiming to gain a better understanding of inadequately explored phenomena from the perspectives of the participants.

In this study, the researchers aimed to explore purposeful hourly nurse rounding models in public hospitals, with a specific focus on understanding the experiences and perspectives of staff nurses. The use of semi-structured interviews allowed the researchers to gather detailed and in-depth information from participants, while also providing flexibility for participants to share their opinions, experiences, and insights.

Research Setting

- Can you explain the concept of Purposeful Hourly Nurse Rounding and how it aims to improve clinical outcomes and patient experience?
- What specific clinical outcomes are targeted through Purposeful Hourly Nurse Rounding? Have there been any studies or evidence supporting its effectiveness?
- How does Purposeful Hourly Nurse Rounding impact patient experience? Are there any notable improvements in patient satisfaction or feedback?
- Could you provide insights into the implementation process of Purposeful Hourly Nurse Rounding? How do Nurse incorporate this practice into their daily routines and workflows for optimal results?

Sample of interview questions

Ethical consideration

The ethics of scientific work was followed. Each study participant gave informed consent after verbal and written information, ensuring participants fully understood the purpose and implications of their participation. The study involved qualitative data collection methods, including semi interviews, to gather insights from nurses. By obtaining informed consent, the researchers prioritized ethical considerations and maintained the rights and autonomy of participants. This study contributes valuable knowledge to the field of healthcare by shedding light on the benefits and challenges of purposeful hourly nurse rounding models in public hospitals.

Data analysis:

The interviews conducted were subjected to a thorough analysis using manifest qualitative content analysis. This approach involved a systematic and step-by-step procedure to extract meaningful information from the interview data. The process aimed to identify and categorize explicit content and themes present in the interviews, allowing for a comprehensive understanding of the participants' perspectives and experiences.

This study was carried out at eight Ministry of Health (MOH) hospitals, Saudi Arabia.

Recruitment

The selection of participants was done using a purposive sampling technique. This type of sampling involves selecting individuals who possess specific characteristics or have experiences relevant to the research objective. In this case, the researchers selected staff nurses working within inpatient departments, as they were directly involved in the implementation and execution of purposeful hourly nurse rounding models. The sample size for the study was 25 staff nurses.

Tool of Data Collection

Semi-structured interviews were conducted with the selected staff nurses. This type of interview allows for a standardized set of questions to be asked, while also allowing flexibility for participants to expand on their responses or introduce new topics. The interviews were designed to explore various aspects related to purposeful hourly nurse rounding models, such as its implementation process, benefits, challenges, and overall impact on patient care. The interviews were audio-recorded with the consent of participants to ensure accurate data collection.

The emerging findings are illustrated by quotations.

RESULTS

Most of the participants were females (%75) with age between 25–42. RNs practiced in a variety of clinical settings, with 56% working on medical-surgical nursing units. Years of clinical practice ranged from 1 to 18 (M=6.5, SD=5.1). The qualitative analysis led to the emergence of the four themes from the interviews data. From the participants' point of view, "improving clinical outcomes", "patient and family experience", "professional role", was considered as important when using Purposeful Hourly Nurse Rounding.

Improving Clinical Outcomes:

Purposeful Hourly Nurse Rounding (PHNR) is a valuable strategy that has been implemented to improve clinical outcomes in healthcare settings (Olulana,2021). It involves regular, intentional check-ins by nurses with their patients on an hourly basis. Through these rounds, nurses aim to address any immediate needs, provide timely interventions, and ensure patient safety and satisfaction.

Nurses reported many positive aspects when using Purposeful Hourly Nurse Rounding clinically (Woodard,2009). One of the participants said *"Purposeful Hourly Nurse Rounding has been an absolute game-changer in improving clinical outcomes and patient experience. Patients feel incredibly cared for and valued when the nurses check in on them regularly." And "I have noticed a significant reduction in patient falls and medication errors since implementing Purposeful Hourly Nurse Rounding. It's a simple yet effective approach that has transformed our healthcare practices."*

Another Participant mentioned: *"Patients have reported feeling more comfortable and at ease knowing that nurses will be there to address their needs regularly. This has undoubtedly improved their overall patient experience and satisfaction. It enhances patient safety by promoting proactive nursing care, early identification and resolution of patient concerns, and prevention of adverse events. It allows nurses to detect potential risks, such as fall hazards or medication errors, before they escalate."*

One of the nurses in medical ward said: *"Purposeful Hourly Nurse Rounding has played a vital role in reducing patient readmissions. By addressing patients' needs promptly and proactively, we have improved their overall health outcomes and prevented unnecessary hospital stays."*

A nurse who working in surgical unit said: *"With Purposeful Hourly Nurse Rounding, we have noticed a significant improvement in pain management and patient comfort. The timely interventions and proactive measures have undoubtedly contributed to better clinical outcomes."* And she continue: *"it supports effective communication and collaboration among healthcare providers, further enhancing clinical outcomes."*

Patient And Family Experience

Purposeful Hourly Nurse Rounding significantly contributes to enhancing patient and family experience in healthcare settings (Brosey,2019). It fosters trust, improves communication, and empowers patients and families to actively participate in their care. The diligent efforts of nurses during PHNR play a vital role in promoting patient satisfaction and ensuring a positive healthcare journey for all.

The majority of participants felt that Purposeful Hourly Nurse Rounding has helped foster a more collaborative and trusting relationship between nurses and patient.

Participant 10 commented that: *" Patients and families greatly appreciate the implementation of PHNR as it ensures their needs are consistently met throughout*

their hospital stay. The regular and proactive check-ins by nurses create an atmosphere of trust and compassion, making patients feel valued and supported during their recovery process. This continuous interaction also allows nurses to anticipate and address any potential issues promptly, preventing complications or misunderstandings." "Purposeful Hourly Nurse Rounding has helped foster a more collaborative and trusting relationship between nurses and patients. Patients feel more comfortable discussing their concerns, leading to improved clinical outcomes and patient experience".

Participant 10 commented *"One of the key benefits of PHNR is the improvement in communication between healthcare providers, patients, and their families. It enables nurses to establish a strong rapport, actively listen to their concerns, and provide the necessary education and information. This open and transparent communication fosters a sense of understanding and empowers patients and families to actively participate in their healthcare decisions. We have witnessed a remarkable decrease in call light usage by patients since implementing Purposeful Hourly Nurse Rounding. This has allowed nurses to proactively address patient needs, resulting in improved clinical outcomes."*

Participant 18: *" Effective communication is vital when implementing Purposeful Hourly Nurse Rounding. I ensure clear and open communication by actively listening to patients' concerns, asking relevant questions, and providing explanations in a manner easily understood by patients and their families. Additionally, I maintain accurate documentation of patients' needs and interventions, ensuring seamless information sharing with the healthcare team. Collaborative communication during shift handoffs also assists in maintaining continuity of care and addressing any changes or new concerns promptly."*

Participant 22 sums this up quite succinctly *"Family members of patients have expressed great appreciation for Purposeful Hourly Nurse Rounding. It has reassured them that their loved ones are receiving attentive care, resulting in improved patient experience and satisfaction for both patients and their families."*

Professional Role

Nursing staff implementing hourly rounds to proactively address patient needs, ensure their safety, and enhance their overall experience during their hospital stay (Daniels,2016). As nurses, our professional role in using Purposeful Hourly Nurse Rounding is multi-faceted.

Participant 1 said: *"Our professional role in utilizing Purposeful Hourly Nurse Rounding encompasses prioritizing patient-centered care, establishing therapeutic relationships, advocating for*

patients, fostering teamwork, and contributing to its ongoing improvement. By embracing this practice, we enhance patient outcomes, improve patient experience, and elevate the standard of care we provide." I believe Purposeful Hourly Nurse Rounding is an excellent initiative to enhance clinical outcomes and patient experience. It allows nurses to be proactive in addressing patient needs and ensures timely interventions. "

Furthermore, PHNR helps nurses identify and address areas where the patient experience can be improved. By gathering feedback and actively listening to patients and their families, nurses gain valuable insights into their needs and preferences. This information is crucial in tailoring care plans and ensuring that the patient's experience is personalized and meaningful.

Participant 25 said: "*As a nurse, my professional role revolves around providing competent and compassionate care to patients. I am responsible for assessing patient needs, creating and implementing care plans, administering treatments and medications, monitoring vital signs, and coordinating care with other healthcare professionals. Additionally, I educate and support patients and their families, advocate for their rights, and ensure a safe and healing environment. By rounding on patients hourly, nurses can address issues promptly, such as pain management, bathroom assistance, safety concerns, and comfort measures. This approach boosts patient satisfaction, reduces call light usage, minimizes falls and pressure ulcers, and enhances communication between nurses and patients. Ultimately, purposeful hourly rounding leads to better patient outcomes and improved quality of care."*

Participant 13 said: "*Purposeful Hourly Nurse Rounding has proven to enhance patient care in several significant ways. Firstly, it allows for early detection and intervention, preventing adverse events and complications. Regular checks on patients' pain, comfort level, and mobility help address issues promptly and improve their overall experience. Secondly, purposeful rounding improves patient communication, fostering trust and satisfaction. By dedicating specific times for patients' concerns, questions, and needs, nurses can provide individualized care and address any anxieties. Lastly, this practice improves workflow efficiency by reducing unnecessary interruptions and promoting structured communication among healthcare providers."*

DISCUSSION

Purposeful Hourly Nurse Rounding (PHNR) is a crucial aspect of patient and family experience in healthcare settings (Sun *et al.*,2020). This innovative approach, implemented by nurses during their shifts, aims to enhance communication, collaboration, and overall satisfaction for both the patients and their families. During PHNR, nurses purposefully check on patients and their families every hour to address any

concerns, answer questions, and provide necessary support.

One of the key benefits of PHNR is its positive impact on clinical outcomes (Olulana,2021). Regular nurse rounding ensures that patients receive timely interventions, preventing complications and reducing the likelihood of adverse events. Nurses can monitor patient vital signs, administer medication, assist with hygiene and mobility, and identify any signs of deterioration promptly. This proactive approach allows nurses to address potential issues before they escalate into more severe conditions, leading to fewer medical complications and improved patient care outcomes.

Moreover, PHNR plays a vital role in enhancing the overall patient experience (Masangkay,2021). By conducting regular and purposeful rounds, nurses make patients feel cared for, valued, and involved in their own care. This personalized attention creates a sense of safety, comfort, and trust within patients, promoting their active participation in their recovery process. Patients become more likely to express their concerns, ask questions, and report any changes in their condition, leading to quicker identification and resolution of issues. Effective communication and increased patient engagement result in improved patient satisfaction levels and a better overall healthcare experience.

Furthermore, the implementation of PHNR can significantly contribute to the prevention of falls, pressure ulcers, and other hospital-acquired conditions (Deitrick, *et al.*, 2012). Through regular rounds, nurses can identify environmental hazards, such as wet floors or misplaced equipment, that may increase the risk of falls. Additionally, they can assess patients' skin condition, reposition them regularly, and provide appropriate support surfaces to reduce the occurrence of pressure ulcers. Timely interventions can minimize the development of these preventable conditions, promoting patient safety and well-being.

Another advantage of PHNR is its potential to enhance communication and collaboration among healthcare team members. During rounds, nurses engage in discussions with patients, evaluate their needs, and coordinate care plans. They can inform other healthcare professionals, such as physicians or therapists, about any changes or concerns reported by patients. This collaborative approach results in a holistic and cohesive care plan tailored to meet the individual needs and preferences of each patient. Improved communication and teamwork foster a supportive and efficient healthcare environment, ensuring that patients receive comprehensive care.

The use of technology can further enhance the effectiveness of PHNR. Integration of electronic health records (EHR) into hourly rounds allows nurses to access up-to-date patient information, making it easier to

provide personalized care and track patient progress. Additionally, the utilization of automated alerts and reminders can assist nurses in adhering to the hourly rounding schedule, reducing the risk of missed rounds. Furthermore, emerging technologies, such as real-time communication tools or mobile applications, can facilitate communication and collaboration among healthcare providers, improving the efficiency and effectiveness of PHNR.

CONCLUSION

In conclusion, Purposeful Hourly Nurse Rounding has proven to be an effective strategy in improving clinical outcomes and enhancing the overall patient experience. According to Deitrick, *et al.* (2012), this approach, which emphasizes proactive nursing care and regular bedside check-ins, has shown promising results in various healthcare settings.

Based on the proven benefits of Purposeful Hourly Nurse Rounding, it is recommended that healthcare organizations consider implementing this approach as a standard practice. However, successful implementation requires adequate training and support for nursing staff to ensure they understand the purpose and techniques involved (Reimer & Herbener, 2014). Furthermore, organizations should establish clear guidelines and protocols to standardize the rounding process and optimize its effectiveness.

Regular auditing and feedback mechanisms should also be in place to monitor adherence to rounding protocols and identify areas for improvement (Brosinski & Riddell, 2020). Continuous evaluation of the impact and outcomes of Purposeful Hourly Nurse Rounding is crucial to identify any necessary modifications or adjustments.

Overall, Purposeful Hourly Nurse Rounding has the potential to substantially improve clinical outcomes, enhance patient experience, and promote interdisciplinary collaboration. By prioritizing proactive nursing care, healthcare organizations can further advance patient-centered care and contribute to better overall health outcomes.

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Availability of data and materials

The data sets generated and analyzed during the current study are available on request due to privacy/ethical restrictions.

Declaration of interest statement

The authors declare that they have no competing interests.

Compliance with ethical standards

All procedures performed in study were in accordance with the ethical standards of the institutional and/or national research committee

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Conflict of Interest:

The authors declare that they have no conflicts of interest

Informed consent: All participants signed an informed consent form before engaging in the study.

Author contributions: All authors contribute in concept and design of the study, Acquisition of data and data analysis, critical revision of the manuscript and final approval of the version to be submitted. So they were equally as the first author.

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