

Standard Work

Job Name	Leadership Rounding Critical Care Standard Unit	Objective: To show commitment to patient satisfaction by visiting every inpatient at some point during their visit at least one time .	Date: March 20,2018 Owner: Critical Care
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	Process Steps	Freq	Visual Aid
1	OM/CPM/CPC to create isolated time in schedule to conduct Leadership Rounding	daily	<div style="text-align: center;"> WRH Daily Rounding on Patient Log Summary Date: _____ Unit _____ Manager _____ Talking Points to address during rounding: based on: our vision Outstanding Care-No Exceptions -Overall experience in hospital - Staff responsiveness and exceptional individuals - Communication - plan of care, discharge planning, etc. - Corporate initiatives – QBPs, mobility, white boards, etc. - Patient experience rating – poor, fair, good, very good, outstanding (Convert to 1,2,3,4,5 for tracking) • Conduct an environmental assessment (e.g. call light, bedside table, water, etc. all within reach) </div>
2	Each management team will conduct a minimum of 5 Leadership Rounds per week	10 per week	
3	OM/CPM/CPC to use talking points provided to have informal discussion with patient pertaining to stay	daily	
4	Upon completion of visit document Leadership Round on the in room white board date and initial, audit whiteboard, leave your ext., Business card	daily	
Leadership Audit			
5	At the OM/CPM/CPC's discretion any urgent issues are to be escalated to the Director as soon as possible	prn	
6	OM/CPM/CPC to document leadership round on the Daily Rounding on Patient Log Summary tool or the census sheet and include the score on the " How do you	daily	
7	OM/CPM/PC to input results from the round in the; X-Drive /Leadership Walkabout/Leadership rounds using the assigned tab for your unit.	weekly	
8	OM/CPM/CPC to share results at staff meetings /via email/ post on unit/1:1	weekly	
9	Director to retrieve data and review with OM/CPM/VP	monthly	

Date	Name of Auditor	Unit	Total Number of Patients Visited	Number of in room white boards incomplete	Patient Satisfaction Score	Comments

 	Revision Date: Jan 25,2019 Review Date:
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