Standardized Work

Leadership Rounding Standard Unit

Objective:	To show commitment to patient satisfaction by visiting every inpatient at some point during their visit at least one time .	**Date:**	January 31,2018
		Owner	Emergency Department

Job Name	Process Steps	Freq.
1	OM/CPM to create isolated time (1 hr.) in schedule to conduct Leadership Rounding (can be divided into two 30 minute periods)	1 hr./ daily
3	Each management team will conduct a minimum of 10 Leadership Rounds per week	10 per week
	Script	
4	OM/CPM to use talking points provided to have informal discussion with patient pertaining to stay	daily
	Leadership Audit	
6	At the OM/CPM's discretion any urgent issues are to be escalated to the Director as soon as possible	**prn**
7	OM/CPM 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 rate your stay."	daily
8	OM/CPM to input results from the round in the; X-Drive /Leadership Walkabout/Leadership rounds using the assigned tab for your unit.	weekly
9	OM/CPM to share results at staff meetings /via email/ post on unit/1:1	weekly
10	Director to retrieve data and review with OM / CPM/VP	monthly

Leadership Rounding Script

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)

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