

## Standardized Work

Leadership Rounding MH 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 13, 2018	Owner	Mental Health																																																																						
Job Name	Process Steps	Freq.	Leadership Rounding Script																																																																											
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	WRH Daily Rounding on Patient Log Summary																																																																											
2	Each management team will conduct a minimum of 10 Leadership Rounds per week on 3North and South (excluding PICU)	10 per week	Date: _____ Unit _____ Manager _____																																																																											
<b>Script</b>			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. Safety Issues, bedside table, water, etc. all within reach) Focus on Patient environment, safety risks (clutter, hoarding, food, medications, equipment)																																																																											
3	OM to use scripting from daily rounding log and ask questions pertaining to stay	daily	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: center;">Date</th> <th style="text-align: center;">Name of Auditor</th> <th style="text-align: center;">Unit</th> <th style="text-align: center;">Total Number of Patients Visited</th> <th style="text-align: center;">Number of In room white boards incomplete</th> <th style="text-align: center;">Patient Satisfaction Score</th> <th style="text-align: center;">Comments</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table>						Date	Name of Auditor	Unit	Total Number of Patients Visited	Number of In room white boards incomplete	Patient Satisfaction Score	Comments																																																															
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4	Upon completion of visit document Leadership Round on the in room white board date and Initial	daily																																																																												
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5	At the OM/ CPM's discretion any urgent issues are to be escalated to the Director /Patient Advocate /Physician as soon as possible	when necessary																																																																												
6	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																																																																												
7	OM/CPM 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 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	Reviewed date; Jan 25,2019																																																																											

