

Leadership Rounding



What is the Goal?

The ultimate goal is for an Operational Leader to visit every inpatient and or their family at some point during their visit at least once daily. Outpatients goal is similar but reach at least 10% of the outpatient population.

Who will be responsible for Leadership Rounding?

ALL Departments are responsible-Conducted by Operational Managers. These rounds will be logged electronically and sent to the program Director weekly.

Leadership rounds are scheduled, structured and Operational Managers purposefully walk through departments talking to patients and their families. These rounds can be customized. Some topics could include: Pain Management, Responsiveness of Staff, Communication.

What is the Expected Outcome?

Increase Leadership's understanding of what is happening at the services level.

Provides best opportunity for service recovery if required and to acknowledge staff.