

## Standardized Work

<b>Leadership Rounding Standard Unit</b>			Objective: To show commitment to patient satisfaction by visiting every inpatient at some point during their visit at least one time .	Date: January 24, 2017  Owner: Standard Unit																																																																							
Job Name	Process Steps	Freq.	Leadership Rounding Script																																																																								
1	OM/CPM to create isolated time in schedule to conduct Leadership Rounding	daily	<p><b>WRH Daily Rounding on Patient Log Summary</b></p> <p>Date: _____ Unit _____ Manager _____</p> <p><b>Talking Points to address during rounding: based on: our vision Outstanding Care-No Exceptions</b></p> <ul style="list-style-type: none"> <li>-Overall experience in hospital</li> <li>- Staff responsiveness and exceptional individuals</li> <li>- Communication - plan of care, discharge planning, etc.</li> <li>- Corporate initiatives – QBPs, mobility, white boards, etc.</li> </ul> <p>- Patient experience rating – poor, fair, good, very good, outstanding (Convert to 1,2,3,4,5 for tracking)</p> <ul style="list-style-type: none"> <li>• Conduct an environmental assessment (e.g. call light, bedside table, water, etc. all within reach)</li> </ul>																																																																								
2	Each management team will conduct a minimum of 10 Leadership Rounds per week	10 per week																																																																									
3	OM/CPM 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																																																																									
<b>Leadership Audit</b>																																																																											
5	At the OM/CPM's discretion any urgent issues are to be escalated to the Director as soon as possible	prn	<table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="width: 5%;">Date</th> <th style="width: 15%;">Name of Auditor</th> <th style="width: 5%;">Unit</th> <th style="width: 15%;">Total Number of Patients Visited</th> <th style="width: 10%;">Number of In room white boards incomplete</th> <th style="width: 10%;">Patient Satisfaction Score</th> <th style="width: 40%;">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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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	Revision Date : July 26, 2018 Aug 30,2018																																																																								