



Leadership Rounds Things to remember

GOAL:

- Inpatient: The ultimate goal is to touch/visit every patient/ family at some point during their visit at least once.

EXPECTED OUTCOMES

- Increasing understanding on the part of leadership for what is happening at the service delivery level
- Provides best opportunity for service recovery if required
- Opportunity to acknowledge staff that patients/ family identify

AUDITS

- Ensure you have access to the X:Drive
- The log will be maintained on a weekly basis with the requirements to meet with program Director / VP monthly
- Log: On the X drive; Leadership Walkabout/Leadership Rounds/Using your unit specific tab.
 - Unit
 - Total Number of patients visited during the week
 - Total Number issues for the week
 - Total Number of issues resolved for the week
 - Average Patient satisfaction score for the week
 - Log will be maintained on a weekly basis and shared at weekly staff meetings, one on one or posted on the unit.

LEADERSHIP ROUNDING SHOULD INCLUDE

- Script
- “Rounding for outcomes”
 - Decrease patient/family formal complaints by dealing with issues as they present
 - Increase patient satisfaction
 - Opportunity to acknowledge staff that patients identify
 - Increase staff and team satisfaction

Update the In room white board when visit is completed

Each unit can customize their rounding topic(s) depending on the unit's current needs, opportunities. Key topics could include:

- Pain management
- Responsiveness of staff
- Communication
- Comfort rounds
- Noise levels
- Continuity of care
- Emotional support
- Cleanliness of area
- Food quality and service

Create 1 hour calendar hold to reoccur daily. Alternatively, if 1 hour is not feasible, book two 30 minute holds

Use data to create a culture of accountability by measuring and reporting outcomes and having frequent/transparent reporting