

### Leader Rounding on Employees

Name: \_\_\_\_\_

Department/Unit: \_\_\_\_\_

Employee(s) Rounded on: \_\_\_\_\_

Date/Week of: \_\_\_\_\_

KEY WORDS OR QUESTIONS	SPECIAL EMPLOYEE ISSUES

*Tip: Initially explain the purpose of leader rounding!*

Steps	Quarter 1	Quarter 2	Quarter 3	Quarter 4
Relationship Building/Personal Connection:				
What is working well for you today?				
Staff member I can recognize and why?				
Physician I can recognize and why?				
Tools and equipment needed to do your job today?				
Systems you want to improve and your ideas to fix?				
Quality or Safety focus discussed. Ideas?				
Patient perception of care/HCAHPS/What are our patients saying? (Discuss focus, ratings, ideas, etc.)				
Tough Questions: (Discuss any tough questions you need to address or have heard while rounding)				
Behaviors Coached: (If Applicable)				
Key words (Acknowledge, Introduce, Duration, Explanation, Thank You)				
Customer Service Priorities				
Standards				
Other: _____				
Is there anything I can help you with right now? Thank you for making a difference at CRMC!				

#### Summary of Round

- Who will you reward and recognize based on rounding?
- What are barriers/issues, etc. you need to resolve?
- Is there anything to add to the “stop light” report?

*Review findings with next level leader in one-on-one meetings.*