

CUSTOMIZED ROUNDING PLAN

General considerations: At a minimum, the plan incorporates the organization's set standards for rounding. Yet, customizing the plan to each leader's individual unique needs & opportunities helps to support the purposeful and impactful intent of rounding.

Employee Rounding & Stay Interviews

Organization's Standard for Employee Rounding (if applicable):

of employees: _____ My Frequency of Rounding: _____

My Employee Rounding Plan:

- Daily FOCUS + ACTION question(s)

AND

- Monthly or Quarterly Employee Rounding

How will Stay Interviews be incorporated into your employee rounding plan?

Considerations: current engagement/satisfaction survey results; vacancy rate; turnover rate; overall department operational performance

New Employee Rounding

Organization's Standard for New Employee Rounding (if applicable):

Number of new employees in department, on average, per month: _____

My New Employee Rounding Plan:

Considerations: Turnover in first 90 days, 6 months, 1 year, and 2 years; new employee engagement scores

Interdepartmental Rounding

Organization's Standard for Interdepartmental Rounding (if applicable):

Listing of departments that interact daily (or several times weekly) with your work unit:

My Interdepartmental Rounding Plan:

Considerations for frequency: overall department operational performance; current engagement/satisfaction survey results or other assessment findings related to "silo behavior" or lack of collaboration/teamwork, errors/defects/occurrences.

Provider Rounding

Organization's Standard for Provider Rounding (if applicable):

Listing of key providers:

My Provider Rounding Plan:

Considerations: How will the organization coordinate provider rounding activities if multiple people interact frequently with providers (... so that providers aren't missed or "over rounded with")?

Patient-Validation Rounding

Inpatients Unit – 100% every weekday (assign special rounding needs for weekends)

Support Departments – Assist with inpatient rounding as needed

Outpatient Departments – 30 minutes per day

My Commitment to Improving Relationships through Rounding

I commit to this rounding plan, including the follow up and follow through from what I learn through rounding activities.

I will re-evaluate this plan at a minimum of every six months to assess the impact of rounding on relationships, engagement, and results. I will adjust my rounding plan based on these re-evaluations and/or our organization's standards. I will ask purposeful questions and actively engage and listen.

I will round with purpose and intent to strengthen relationships, build engagement, and improve results.

Date: _____ / _____ / _____

Leader Signature

Executive Leader Signature