



COMPASS CHECKS



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Purposeful employee rounding is the single most effective tool you have to make employees feel appreciated and heard.



RESEARCH TELLS US

Employees who feel appreciated and heard are more engaged.

Employees who are engaged create a positive work environment.

A positive work environment leads to enhanced patient outcomes and satisfaction.

Positive patient outcomes and satisfaction lead to success as an organization.

Success as an organization leads to secure employment and strong healthcare services Right Here in the Place We Love.



COMPASS CHECKS



**Eight reasons
why we round**




ONE



Relationship building



TWO



**Expression of
gratitude and
thankfulness**



THREE




Safety in the work environment




FOUR

**Equipment, supplies,
and training,
education,
certification needs**






FIVE



**Customized
questions regarding
improvement
priorities or goals**



SIX



**Your leadership:
“How am I doing?”**



SEVEN




Gather recognition opportunities



EIGHT

**It is an expectation.
It is part of your
responsibility as a
leader of people.**





PDSA – Plan Do Study Adjust

Spring 2017 – Leadership training on Employee Rounding.

Leaders given:

- Template of questions
- Tracking Forms (notes on discussion, who to recognize, suggestions and follow-up).

Plan:

- Start May 2017 Frequency: Six times per year: once every two months (Jan/Feb, Mar/Apr, May/June, Jul/Aug, Sept/Oct, Nov/Dec)
- Report out completion rates / suggestions and wins during monthly Accountability Meetings



PDSA – Plan Do Study Adjust

November 2017 – Capstone Leadership Solutions validation visit shows inconsistencies in Compass Check implementation per interview with front line staff.

Steering Team discussion about next steps – need to adjust?

December 2017 - Reviewed Compass Check process and form with leaders.



PDSA – Plan Do Study Adjust

December 2017 – Leadership Meeting

Brainstormed ways to improve process and form.

Adjust:

- ❑ Form amended for 2018, with a “Make It Better, Make It Your Own” concept.
- ❑ Area left open for department specific topics.

Continue to Hardwire:

- ❑ Frequency: Six times per year: once every two months (Jan/Feb, Mar/Apr, May/June, Jul/Aug, Sept/Oct, Nov/Dec)
- ❑ Report out completion rates / suggestions and wins during monthly Accountability Meetings



PDSA – Plan Do Study Adjust

April – May 2018

Leadership Engagement follow-up discussion brings to light the difficulties of “getting it all done”. Compass Checks “are the first thing to go”.

Employee Engagement survey points to need for improved communication. Follow-up surveys to staff show:

- Staff voice opportunities in direct communication from leader to employee.
- 25% of employees report no participation in Compass Checks.



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May 2018 Steering Team discussion

Review of Compass Check value, process, format and frequency.

Value: Evidence suggests Compass Checks are a vital part of communication and employee engagement.

Process: Do leaders and staff understand the qualitative difference between a Compass Check and the regular communication that occurs as part of daily work?

Format: Is the format (Compass Check form) functional for all?

Frequency: How often are Compass Checks required? What is best practice? What are other Capstone Partners doing?



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Best Practice : Monthly Compass Check Meetings

What are other Capstone partner hospitals doing? Nine responded.

- Two – monthly
- Two – quarterly
- One - monthly(small); every other month(large = 30)
- One - monthly(small); quarterly(large = 30)
- One - monthly(large = 30); quarterly(small)
- One - 8X/yr (including eval and mid-year conversation)
- One - Senior Leaders (quarterly); Dept Leaders (1x/year); some smaller depts(quarterly)



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MMC Model:

Value: Evidence suggests Compass Checks are a vital part of communication and employee engagement.

Process: Allow employees to voice their thought and ask questions. Encourage employees to come prepared.

Format: Only rule: Start Positive and End Positive. The form has been amended to reflect that. Now make it your own....



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Frequency: How often are Compass Checks required?

With the notion that Compass Checks are about what the **EMPLOYEE** needs from their leader:

Senior Leaders with Direct Reports (monthly with Accountability Meetings)

Employees who have been a direct report for 2 years or more years (quarterly)

Employees who have been a direct report for 1-2 years (every other month)

Employees who have been a direct report for less than 1 year (monthly)

* Annual Performance Review in place of one Compass Check

* Mid-Year Conversation around goals from Annual Performance Review in place of one Compass Check.



Discussion