



LEADER ROUNDS ON STAFF

OVERVIEW

Executives, administrators and staff can become isolated in an information silo within their organization. Waiting for information to filter through the chain of command is inefficient and can produce inaccurate intelligence.

Leader rounds on staff give leaders an opportunity to gain valuable insights from speaking with providers, nurses and staff. Engaging staff, asking for their feedback and acting on suggestions leads to valuable process improvement and higher levels of employee satisfaction and ultimately retention.

SAMPLE LEADER ROUND ON STAFF

Hello. My name is _____ and I am the _____ here at _____. I am rounding today in this department to help improve our levels of quality and patient safety. Do you have a few minutes to talk? I would like to hear your ideas and thoughts about how we can improve.

QUESTION SET

1. (Start conversation on a positive note): What is going well today? What is happening today that is positive?
2. Is there a staff member, physician or department you would like to recognize for going above and beyond to help you or a patient?
3. Are you aware of anything that may pose a safety risk to our patients, employees or visitors? Have you recognized or reported any good catches recently? What keeps you awake at night regarding patient safety? What is one way we can improve patient safety?
4. Is there any equipment broken or missing? What equipment or supplies would help you do a better job?
5. Do you have any training in mind that would assist you in caring for your patients? What individual educational pursuits do you have? Do you have plans for specialty certification?
6. On a scale of 1-to-10 (1 being poor and 10 being perfect), how would you rate the average level of care that your patients receive?
7. Do you any suggestions to improve the experience our patients have in this department?
8. (Debunk rumors try to find and address any elephant in the room): Is there anything that I can be doing differently to support you? What questions do you have for the senior leadership team?
9. (End on a positive note): Is there anything else I should know or any questions I can answer for you? Thank you so much for taking the time to talk with me. Your feedback is valuable.