

3 Steps to Effective Leadership Rounds

*Ensuring Consistency & Standardization
Across Teams*



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The goal of Leadership Rounds is to understand what's going on well and what areas need improvement. Leadership Rounds, when done properly demonstrate an organization's commitment to quality of care, patient safety, and the patient experience.



CLOSE THE LOOP

An effective leadership rounding solution should allow for deficiencies to be identified, assigned, and tracked in real-time.



CHAPTER ONE

Creating Leadership Round Content



Creating Leadership Round Content

Creating pointed and clear content is critical to effective Leadership Rounds.

Content should be designed to strengthen relationships, demonstrate a desire to be transparent, and identify areas that need improvement. In addition, the responses received should also be measurable in order for a healthcare organization to target operational goals for improvement. Content should also be specific. Consider some of the following examples:

- **Don't:** Are we adhering to ICARE values?
- **Do:** Were you greeted professionally and instructed on the length of your procedure?"

- **Don't:** Are you happy with your job?
- **Do:** Do you have everything you need to effectively perform your job duties?



CHAPTER TWO

Creating a Schedule



Creating a Schedule

Consistency is the key to adoption. Publishing a defined schedule and adhering to it is instrumental to success. In addition to creating a schedule to complete the rounds, it is important to determine who will complete the rounds.

When using an automated solution, rounds can be done quickly and efficiently. Interruptions to the normal daily activity are minimized and the benefits to the team and to the organization outweigh the effort.

Tips to a Successful Rounding Schedule

- **Weekly** leadership rounds tend to be the most effective. Daily is unrealistic and monthly is too far apart.
- All parties on the leadership team should agree to the schedule.
- Cancellations should rarely occur. A round can be delayed but not canceled.

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CHAPTER THREE

Rounding & Results



Rounding and Results

Gathering the data is just a part of the rounding process. Accurate and timely data leads to accurate, informative, and actionable reports.

When selecting an automated rounding solution, ensure the analytics include standard reports, dashboards, and the ability to create custom reports. Robust analytics in a solution will help adapt rounding efforts and create action around deficient areas that will yield the greatest impact.

Powerful Analytics captured during Leadership Rounds leads to :

1. Improved HCAHPS scores
2. Improved employee satisfaction
3. Improved communication among team members, hospital leaders, and families



A Rounding Solution should capture data in a timely manner and allow for proper reporting to support regulatory readiness and patient satisfaction.

Interested in More Effective Leadership Rounds?

Using **SentactRounding**, hospitals can take advantage of a comprehensive rounding platform designed to help your organization to improve your Leadership and Manager Rounds.

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