Figure 6.5
Sample Monthly Meeting Agenda

<table>
<thead>
<tr>
<th>Pillars: Organizational Goals</th>
<th>Agenda/Minutes</th>
<th>Action Items</th>
</tr>
</thead>
<tbody>
<tr>
<td>FYI – for your information</td>
<td></td>
<td></td>
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<tr>
<td>FD – for discussion</td>
<td></td>
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<tr>
<td>FA – for action or decision</td>
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</tbody>
</table>

**Tip:** Trust, then verify
* Do not accept "We're working on it"*
* Ask to see evidence or hear outcomes/timelines*

**Leader Evaluation**
- Monthly Report Card Results and 90-Day Plans (leader to bring updated score card to meeting) (FD)
  - Current Results
  - Review 93-day action plan for all goals not at target
  - Are tactics specific and measurable?
  - How is leader communicating and holding staff accountable for 90-day plan action items?
  - How is leader coaching Must Haves* behaviors to support 90-day Plan? i.e. Rounding for Outcomes, AIDET/Core Words, Peer interviewing, 30/90-day questions

**Rounding For Outcomes**
- Outcomes from Rounding: Employee, Patient and Internal Customer Rounds - (FD) ask a sampling of questions to assess the effectiveness of rounding
  - Rounding Wins
  - Who have you recognized this week? Who should I recognize? (Thank-you notes)
  - What issues are you currently fixing? What have you fixed this month? What trends are you seeing?
  - What people trends are you observing? Who is being coached to a higher level of performance?
  - What tough questions are you hearing?
  - How are you communicating rounding wins/trends back with staff?
  - How are you utilizing the pillars and Standard of the Month to support outcomes?

**Linkage Grid**
- Linkage Grid from LDI (FD) review actual linkage grid from last LDI, ask more drill down questions, such as:
  - Percentage of staff trained in AIDET? Competency achieved? How have you recognized staff who are consistently demonstrating AIDET?
  - Standards of Behavior? Wins? Tough situations? Counseling anyone for noncompliance?

**Hardwiring of Must Haves**
- Compliance with:
  - Rounding on employees, patients, and internal customers
  - Thank-You Notes
  - Employee Selection - Peer interviewing, 30/90-day questions
  - AIDET/Key Words
  - Pre- and Post-Visit Phone Calls
  - Leader Evaluation Goals
  - Communication Boards

**Parking Lot**