LRIC1: GUIDELINES AND KEY WORDS

Why and How

Rounding is important because in healthcare our main focus is on caring for the patient. Without the patient, there is truly no reason for our organizations to exist. While ensuring high levels of safety, quality, and satisfaction of our patients is an imperative, organizations must also ensure that support and ancillary services are providing equally high levels of service. They take care of the people who take care of patients. Rounding by ancillary and support service department leaders is the tool that allows these lines of communication to remain open and clear and barriers to be removed so that caregivers are not being taken away from patient care to focus on non-patient care activities.

Just as the nurse is evaluated by the patient and families with a formal tool such as the patient satisfaction survey, the ancillary and support service departments are evaluated by an internally developed interdepartmental survey. Each of these survey tools provides a complement to the rounding process by identifying areas of focus in which the leader will implement best practices to resolve. This will provide additional areas to validate progress on during rounds.

Key Words:

- **AIDET:**
  - A: Acknowledge, make eye contact, and say hello.
  - I: My name is <xxx> and I have worked in <dept> for <x> yrs.
  - D: I will be rounding on you <state frequency> and wanted to spend about 30 minutes with you today.
  - E: Our goal is to provide excellent service to you, and we'll discuss specifically how to best help you serve our patients.
  - T: Thank you for your time today. “Your department is very important to us and to our patients.”

- “Our goal is to provide excellent service to your department. I will be rounding on you <state frequency> and wanted to spend about 30 minutes with you today.”

- Provide Examples of Improvements:
  - “Since I rounded with you last time, I wanted to highlight the following items/systems we have put into place based on feedback.”
  - An EVS leader might say, “Since our discussion two weeks ago, I have rounded on patients in your unit on five days. I am seeing improvement in the consistency with which our housekeeper is introducing herself to patients. I hope you are noticing this improvement as well.”
  - A Food Service leader might say, “Last month we discussed the opportunity to improve on temperature of the food. We have begun checking temperatures on one tray from every cart as it leaves the kitchen, and one on every cart as it is delivered to the patient. It looks like your unit is having the most problems, because you are last to be delivered. We will confirm this in the next week and I will get back to you with our plans to address the issue by next week.”

- “What is my department doing well?”
- “Is there anyone specific I can recognize for doing great work? What have they done?”
- “What one to two things can my department do better? Any ideas on how we can improve?”
- “Our department wants to respond in a timely manner and we are focusing to improve our timeliness.” “Help us learn...can you explain a time when you had to wait for a response from our department?” “Now tell me, when we do not respond in a timely manner, what do you typically wait to receive?”
- “Are there any other questions you have or anything else I can help with right now?”
- “Thank you for your time and for making <XXX> a great place to work.”
- “I will be back next month to talk again. If there is anything we can do before that time, please let us know.”
Key Actions:

PREPARATION:

- Develop the rounding plan for key customers – who to round on and frequency of rounds. Guidelines include:

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<tr>
<th>Scope</th>
<th>Frequency</th>
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<td>Leaders include EVS, Materials, Pharmacy, Imaging, Lab, Food and Respiratory Care, others as needed (i.e., IT, Biomedical Engineering)</td>
<td>Minimum expectation—one hour/week aligned with strategic imperatives, such as high volume/high risk/interdepartmental survey results.</td>
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<td>One hour should typically allow a leader to round in four to six departments each week. These areas are rounded on most frequently.</td>
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<td>All areas served will be rounded on periodically by cycling them in on a rotational basis with those rounded on routinely.</td>
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- Schedule an appointment or identify the best time of day for rounding. If you are rounding with a nurse manager, an appointment will be necessary. If you have determined the best person to round on is a HUC, ask her what time of day she is most likely to be able to spend 10-15 minutes with you. She will know when she has an opportunity to step away from the desk and have it covered by another team member. You might not always need an appointment, especially if the preferred people to round on are staff/charge nurses and HUCS. Help them understand “best time of day” vs. “appointment.”

For Initial Rounding on the Customer Visit:

- Use the rounding questions as outlined on Internal Customer Rounding Log.
- Introduce the Customer Preference Card.
- Review with own staff and post in the department.

Next Rounding Visits

- Follow steps above.
- Review Preference Card and how well you and the staff are meeting the defined service expectation.
- Follow up with: Are there any other process or supply issues? What are your thoughts on how we can improve?
- Schedule follow-up rounding appointment.
- Every six months review and redefine customer expectations.