**LRP5: DAILY ROUNDING LOG**

Name__________________               Department/Unit ____________________                               Date/Week of __________

Key words for patient perception priorities:

1. 
2. 
3. 

**TIPS:**

- Talk to your staff before and after rounding.
- Knock before entering and ask patient for a few minutes of their time. Use your “I.”
- Look for opportunities to Manage Up staff and other departments.
- Review white board information.
- Dig deeper when needed, ask follow-up questions. Avoid “yes”/“no” questions.
- Capture the wins and recognize staff and physicians immediately when possible.
- Look for opportunities to address issues for immediate service recovery.
- Thank them before leaving.

**Examples of key phrases to use during your visit:**

- Here at <organization name>, we want to provide you with quality care without exception.
- To ensure you are very satisfied with us, our nursing care team will be checking on you frequently to manage your pain, offer assistance to the restroom, get you comfortably positioned in bed and ensure all your personal belongings are within your reach.
- Tell me what we have told you about your plan for the day? or What did <nurses name> say about your plan of care? <Be sure to write it on the white board.>
- Are there any personal preferences you have that would assist us in providing you an excellent experience and ensuring you are very satisfied?
- I see <nurses name> is your nurse today? (Manage Up - They are excellent...!) Did <nurses name> review your plan of care for the day?
- May I ask a few questions on how we are doing so far? (Customize as appropriate based on focus areas)
  - PAIN: How are we doing managing your pain? Can you explain what we have done today to manage your pain? Do you need to ask for pain meds or does your nurse ask you about your pain when he/she comes in? Have you had to use your call light to request pain meds? When you ask for something...do we bring it right away?
  - POSITION: It is important to me that you are comfortable - positioned in your bed...etc. How have we done? Have you been up today? Have we repositioned you for your comfort in bed?
  - RESPONSIVENESS: We want to be responsive to you 100% of the time. When was the last time you had to put on your call light for the bathroom? Now tell me....when you did have to put on your call light, what did you have to put on your call light for? Do we ask you when we come in to check on you if you need to get up?
  - OBSERVE for call light, water, and other possessions in reach. Are side rails up?
- Tell me about a staff member that I can be sure to thank for you...Tell me what they did that you exceptionally liked?
- END round by telling the patient our desire is to ensure they and their family are very satisfied (without exception) with their care and at any time if they do not feel they are very satisfied, to please let the nurse or yourself know. Leave your business card.
**LRP5: DAILY ROUNDING LOG**

Date ____________________

<table>
<thead>
<tr>
<th>Patient / Room #</th>
<th>Nurses Name</th>
<th>Priority</th>
<th>Priority</th>
<th>Priority</th>
<th>Staff/Physicians to Recognize (who and what)</th>
<th>Issues/ Follow up</th>
<th>Notes, Observations and Patient Comments</th>
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**Note:** To maintain consistency and alignment between multiple leaders rounding on the patients, organization may find that they can effectively use a Census sheet printed from their Hospital Information System as a rounding log. We suggest keeping this sheet on a clipboard or in a binder. Include on the clipboard or binder key questions, priorities and space for notes related to actions for recognition / follow up.