

# Rounding Observation Feedback

Name of Leader \_\_\_\_\_  
Unit Department \_\_\_\_\_  
E-mail Address \_\_\_\_\_

Date \_\_\_\_\_  
Coach \_\_\_\_\_  
Reports to \_\_\_\_\_

## Strengths Identified During Rounding

- Started with a personal relationship question
  - Explained the purpose of rounding
  - Utilized questions on rounding log
  - Asked rounding questions in their own words
  - Harvested Reward and Recognition for: \_\_\_\_\_
  - Harvested ideas for process improvement: \_\_\_\_\_
  - Provided positive praise to employee
  - Took notes
  - Good eye contact
  - Very engaged with staff
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- Role modeled AIDET and other Customer Service Standards consistently
  - Picked up trash while rounding
  - Good skill development, able to round successfully
  - A natural at rounding
  - Would make a great mentor for leaders who need to learn rounding

## Areas to Focus on During the Next 90 Days

- Rounds routinely on staff - preferred model is to calendar 30 minutes daily
  - Rounds on 3 direct reports daily
  - Started with a personal relationship questions - *"How's the family?"*  
*"Where did you go on vacation?"*
  - Used key questions when rounding
  - Rounds informally each day
  - Rounds with a peer to gain comfort
  - Maintains rounding logs for documentation
  - Schedules rounding with staff and peers to allow for consistency
  - Writes thank you notes to staff regularly
  - Writes thank you notes to physicians regularly
  - Manages up one thank you note per month to immediate supervisor
  - Manages up two thank you notes per month to immediate supervisor
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- Would recommend review of Must Haves<sup>SM</sup> Video on rounding; use of Participant Guide
  - Would recommend senior leader follow up before next site visit
  - Would recommend follow-up on next visit

Additional comments - areas of strength or opportunity to improve: \_\_\_\_\_  
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\_\_\_\_\_