

## **Round Rock Rounding/Thank You Notes Processes**

### **Rounding Processes**

Administrators – will round on their direct reports, 60- 90 minutes per week

Directors will round on Managers, Key Staff , Patients, other Dept. Directors approximately 60 minutes per week

Managers – will round on their direct reports and patients and other Dept. Supervisors (as indicated by Director),  
3 hours per week

Supervisors – will round on their staff and patients (as indicated by Director).  
3 hours per week

The rounding logs are kept by the person doing the rounding. Each person is responsible for following up and involving the appropriate party to resolve issues (i.e. they will communicate with dietary on patient complaints about food). They will then e-mail or verbally brief their direct supervisor on the round. They will also send a copy of every rounding log to Kellie Tuttle who will track trends and provide a monthly rounding review document for the Directors at the Directors meeting. Directors will then be responsible for taking those reports back to their managers, supervisors and staff.

Scouting Reports – Directors will fill out the Scouting reports (during their rounding. ?)  
They will then send the logs to their O for them to use on their rounding.

### **Thank You Notes:**

RRMC is going to order and have available nice thank you notes; or they may use their own.

Directors will actually write out the thank you notes for their deserving staff members and e-mail them to Kellie Tuttle for Deb who will make a handwritten copy and send to the staff . RRMC is working on a plan for how many Deb will send out per week.

Administrators, Directors, Managers and Supervisors will all send out Thank you notes. Administrators and Directors are to track their own thank you notes to their staff. The Administrators will be going over with the Directors their thank you notes “log”.

Supervisors are not expected to formally track their thank you notes and there is no expectation about specific numbers. (thus in the class skip the thank you notes grid)

RRMC currently has a process of giving gifts to staff who turn in a certain number of thank you notes (written to them by patients, other staff etc). That system will continue and will be separate from this system.

Tough Questions – Directors have been asked to submit them to their team and the response has been low. As the rounding gets started; tough questions will become agenda item at the Directors’ meeting and they can work on answers as a group.

Communication : the staff has heard a little about rounding.  
The steering committee has monthly meetings. Kellie Bolin sends out weekly e-mail with questions, tips etc. She has also set up a web page on their Intranet with links to the Studer sites.