

<b>Service Department Leader:</b>	<b>Date/Week of:</b>
<b>Customer Department:</b>	<b>Customer Department Leader:</b>

<b>Steps</b>	<b>Comments</b>	
<b>1. Acknowledge Relationship/ Clarify Expectations</b>		
<b>2. Initially Explain Rounding, Purpose, and Duration</b>		
<b>3. Review What Has Been Accomplished – Collect the Wins</b>		
<b>4. What is Working Well Today?</b>		
<b>5. Is there Anyone I Should Recognize for doing Great Work?</b>	<u>Who</u>	<u>What/Why - Connect to Purpose</u>
<b>6. What are Opportunities for Improvement?</b>  <b>Any ideas on how to improve? (Provide timeline for follow-up)</b>		
<b>7. Identify Specific items from Survey Process to Address, if Appropriate</b>		
<b>8. Is there Anything I can Help you With? (I Have Time.)</b>		
<b>9. Thank you for your time and for making South Austin Hospital a great place to work!</b>		