

**Because I CARE SENIOR MANAGER ROUNDING**

<b>Senior Manager:</b>	<b>Department:</b>
<b>Director:</b>	<b>Date/Week of:</b>

<b>Key Words or Questions</b>	<b>Special Employee Issues</b>

**Rounding on Director**

<b>Personal Connection</b>	
<b>What's Working Well?</b>	
<b>Systems for Improvement?</b>	
<b>Tools/Equipment to do Job?</b>	
<b>Anything I Can Help You With?</b>	

**Rounding on Department**

<b>Information Given by Department Director in Advance of Senior Manager Rounding</b>	<b>Senior Manager Comments During Rounds</b>	
<b>1. Accomplishments of the Department</b>		
<b>2. New Equipment Purchased</b>		
<b>3. Staff to Recognize</b>	<u>Who</u>	<u>What/Why - Connect to Purpose</u>
<b>4. Staff to Coach/Mentor</b>		
<b>5. Tough Questions/Issues</b>		
<b>6. Physician Activities or Issues</b>		
<b>7. Current Patient Satisfaction Results</b>		
<b>8. Current Employee Satisfaction Results</b>		