

Name:	Department:	Date/Week of:
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Rounding Tips

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| 1. Talk to your staff before & after rounding. | 5. Ask follow-up questions. |
| 2. Knock before entering and ask patient for a few minutes of their time. | 6. Capture the wins and recognize staff and MDs immediately when possible. |
| 3. Always look for opportunities to "manage up" staff and other departments. | 7. Look for opportunities to address issues for immediate service recovery. |
| 4. Review white board information. | 8. Thank them before leaving. |

Examples of key phrases to use during your visit:

- Good morning, I'm (name), the nurse director/manager/supervisor for (unit). It is our goal at South Austin Hospital to make sure you are very satisfied with your care.
- I see (name) is your nurse today. (Name) has been with us for (number) years. She/he is a wonderful nurse, and we love having her/him on our team.
- We are concerned for your well-being and want to respond quickly to your requests. Is there anything in particular that you need?
- Has there been anything about your stay so far that you have been very satisfied with?
- May I ask is there someone who has provided exceptional care while you have been here?
- Is there anything else I can do for you before I leave? I have the time.
- Thank you for choosing South Austin Hospital for your care.

Patient/Room	Staff or MDs to Recognize (Who and What)	Issues/Follow-Up	Notes