

**ROUNDING INFORMATION
FAQS**

1. What type of Rounding are we doing?

We are initiating Rounding starting with Senior Leader Rounding where our Senior Leaders will round on their direct reports and in departments, and Staff or Employee Rounding where directors, managers and supervisors will round on their staff.

2. When will we begin Rounding?

Directors, Managers and Supervisors will begin Employee/Staff Rounding on Monday, June 16, 2008. Senior Leader Rounding will begin the week of June 16, 2008.

3. How many employees will I round on each week/month?

This depends on the size of your department. Please see the list provided for the number of employees you need to Round on each week.

4. How often should I round on my employees?

Generally, directors with departments of < 40 reports will round on their reports once per month, and directors with departments of > 40 reports will round on their reports once every 2 months.

5. Where can I find the forms I need?

Please feel free to make copies of the forms provided today, but in the very near future the forms will be posted on our Intranet under Service Excellence.

6. When do I need to turn in my Rounding Log?

Please submit a copy of your weekly Rounding Log to Ellen Hemm on Friday by 5:00pm.

7. Should I keep a copy of my Rounding Log?

Please keep a copy of your Weekly Rounding Log so that you can complete your Spotlight Report.

8. How do Directors use the Executive Scouting Report and Rounding Log?

Directors should complete the Executive Scouting Report and give it to your Senior Leader prior to their Rounding visit.

9. How does the Senior Leader use the Executive Scouting Report and Rounding Log?

The Senior Leader will use your Scouting Report when they Round so they know what issues are important in your department or area.

10. What is a Stop Light Report?

Directors will use the Stoplight Report each month to address those issues that staff identified during Rounding. Issues that have been addressed will be listed under Green, issues that are in progress will be listed under Yellow, and Issues that are unable to complete will be listed under Red.

11. What should I do with the Stop Light Report?

At the beginning of each month directors or their delegated staff member should post the monthly Stoplight Report on a bulletin board in a staff area the first week of every month so that staff members can see what progress has been made toward improvements they suggested.

12. Do I need to submit copies of the Spot Light Report to anyone?

Yes, please submit a copy of your monthly Spot Light Report to Ellen Hemm by the last day of each month.