

## Outpatient Providers: ROUNDING COMPETENCY ASSESSMENT

Name:	Job Title:	Service Line:
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<p><b>Instructions:</b> Use a check mark in the appropriate box to indicate if the behavior was performed. Record any comments or suggestions from your observations. The evaluator's signature validates the completion of each skill.</p> <p><b>Assessment Key:</b></p> <ol style="list-style-type: none"> <li>1. All behaviors followed precisely</li> <li>2. Some behaviors followed</li> <li>3. None of the behaviors followed</li> </ol>	<p><b>WECARE – communication during interactions with patients and staff</b></p> <p><b>W</b><u>elcome</u> the Veteran &amp; family warmly and use eye contact. <b>E</b><u>xplain</u> who you are, your role and what they can expect <b>C</b><u>onnect</u> with the Veteran by having a pleasant interaction and learning a bit about who they are. <b>A</b><u>ctively listen</u> to the Veteran's needs and preferences. Be open to what they are saying without interruption. Take their needs into account. <b>R</b><u>espond</u> to their needs and tell them what you are planning to do. Describe your actions and follow up to ensure understanding <b>E</b><u>xpress</u> gratitude and thank them for choosing VA, or compliment them on something they did well.</p>	<p><b>SALUTE – service recovery: closing the gap between what was expected and what occurred</b></p> <p><b>S</b><u>ay Hello</u>, make eye contact and introduce yourself and your role <b>A</b><u>polo</u>gize and show empathy for their concern <b>L</b><u>isten to the concern(s)</u> being raised without interruption. Be open to what they are saying <b>U</b><u>nderstand</u> what the Veteran or beneficiary needs by asking questions <b>T</b><u>ake action</u> to resolve the issue and tell the Veteran what you are planning to do. After you take action, follow up with the Veteran. <b>E</b><u>xpress gratitude</u> for letting you know about the situation. Restate your apology and ask them if there is anything else you can do to put them at ease.</p>
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PERFORMANCE CRITERIA	Self- Assessment			Observers' Assessment	Observer's Comments from Observations	Improvement Method: ("Adherence to Standards" "Reminder/Online Training" "Classroom Training")
	1	2	3			
<b>Place an X in the appropriate box</b>						
• Perform adequate medical history review prior to visit/call/video. Avoid asking pt questions that are answered in the chart.						
• Acknowledge arriving patient with a verbal greeting and a smile, or through eye contact and a smile if assisting another guest						
• Introduce yourself by name and role						
• Use of WECARE framework (see above)						
• Always use "please" when making requests and respond with "thank you" when you have concluded						
• Seek permissions (knock prior to entering room, or ask if OK to put on hold or seek consultation)						
• Limit interrupting the patient						
• Wash your hands/use foam <span style="background-color: yellow;">NA TH/VVC</span>						
• When closing doors/curtains for privacy, state "I'm closing this door/curtain for your privacy" <span style="background-color: yellow;">NA TH/VVC</span>						
• Sit next to patient and face him/her when conversing with patient as it is safe and appropriate to do so. <span style="background-color: yellow;">NA TH/VVC</span>						
• Avoid talking to computer or appearing distracted, lean in to talk to pt						
• Explains in a way that patient can understand (avoids medical jargon)						
• Demonstrates empathy/concern						

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	1	2	3			
Place an X in the appropriate box						
• Provides and explains patient care plan						
• Asks if patient has any questions						
• Escort patients when they are lost while beside them (avoid standing in front of them when possible) NA TH/VVC						
• Walks patient to front to close visit NA TH/VVC						
• Uses active listening skills						
• Avoids multitasking						
• Did the provider avoid appearing rushed?						
• For service recovery, used SALUTE framework (see above)						

<b>Staff Signature:</b> _____	<b>Date:</b> _____	<b>Observer's Signature:</b> _____	<b>Date:</b> _____
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