### PERFORMANCE CRITERIA

**Place an X in the appropriate box**

<table>
<thead>
<tr>
<th>Self-Assessment</th>
<th>Observers’ Assessment</th>
<th>Observer’s Comments from Observations</th>
<th>Improvement Method:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
</tbody>
</table>

- Acknowledges patient with a verbal greeting and a smile, or through eye contact and a smile
- 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
- Knock on door prior to entering and ask permission
- Wash your hands/use foam
- When closing doors/curtains for privacy, state “I’m closing this door/curtain for your privacy”
- Sit next to patient and face him/her when conversing with patient as it is safe and appropriate to do so.
- Demonstrates empathy/concern
- Connects with the patient – ask something about them personally – “What would you be doing right now if you didn’t get ill/injured etc.?”
- Uses active listening skills
- Provides verbal and written after care instructions – use teach back
- Escorts patients when they are lost while beside them (avoid standing in front of them when possible)

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**ED Nurses: ROUNDELING COMPETENCY ASSESSMENT**

**Instructions:**

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.

**Assessment Key:**

1. All behaviors followed precisely
2. Some behaviors followed
3. None of the behaviors followed

**WECARE – communication during interactions with patients and staff**

- **Welcome** the Veteran & family warmly and use eye contact.
- **Explain** who you are, your role and what they can expect
- **Connect** with the Veteran by having a pleasant interaction and learning a bit about who they are.
- **Actively listen** to the Veteran’s needs and preferences. Be open to what they are saying without interruption. Take their needs into account.
- **Respond** to their needs and tell them what you are planning to do. Describe your actions and follow up to ensure understanding
- **Express** gratitude and thank them for choosing VA, or compliment them on something they did well.

**SALUTE – service recovery: closing the gap between what was expected and what occurred**

- **Say Hello**, make eye contact and introduce yourself and your role
- **Apologize** and show empathy for their concern
- **Listen to the concern(s)** being raised without interruption. Be open to what they are saying
- **Understand** what the Veteran or beneficiary needs by asking questions
- **Take action** to resolve the issue and tell the Veteran what you are planning to do. After you take action, follow up with the Veteran.
- **Express gratitude** 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.

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**Name:**

**Job Title:**

**Service Line:**
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<tr>
<td>For service recovery, used SALUTE framework (see above)</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td>(“Adherence to Standards” “Reminder/Online Training” “Classroom Training”)</td>
</tr>
</tbody>
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<tr>
<th>Staff Signature:</th>
<th>Date:</th>
<th>Observer’s Signature:</th>
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