

Emergency Department Providers: ROUNDING COMPETENCY ASSESSMENT

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| Name: | Job Title: | Service Line: |
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| <p>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.</p> <p>Assessment Key:</p> <ol style="list-style-type: none"> 1. All behaviors followed precisely 2. Some behaviors followed 3. None of the behaviors followed | <p>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.</p> | <p>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.</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 | | | |
| Place an X in the appropriate box | | | | | | |
| • Acknowledge 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. | | | | | | |
| • Apologizes for any delay in being seen | | | | | | |
| • Clearly explains each test and lets patient know how long it will take to get results (puts up a sign with common tests and refer to this) | | | | | | |
| • Explains in a way that patient can understand (avoids medical jargon) | | | | | | |
| • "Are you anxious or concerned about anything?" | | | | | | |
| • Asks if patient has any questions | | | | | | |

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| | 1 | 2 | 3 | | | |
| Place an X in the appropriate box | | | | | | |
| • Demonstrates empathy/concern | | | | | | |
| • Escort patients when they are lost while beside them (avoid standing in front of them when possible) | | | | | | |
| • Uses active listening skills | | | | | | |
| • Did the provider avoid appearing rushed? | | | | | | |
| • For service recovery, used SALUTE framework (see above) | | | | | | |

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| Staff Signature: | Date: | Observer's Signature: | Date: |
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