Inpatient Nurses: ROUNDDING COMPETENCY ASSESSMENT

Name: | Job Title: | Service Line: 
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**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

**PERFORMANCE CRITERIA**

| Place an X in the appropriate box | Self-Assessment | Observers’ Assessment | Observer’s Comments from Observations | Improvement Method: ("Adherence to Standards" “Reminder/Online Training” “Classroom Training”)
---|---|---|---|---
- Hourly purposeful rounding using approved template | | | | |
- Change of shift conducted at the bedside with warm hand off keeping whiteboard/communication board updated | | | | |
- 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 | | | | |
- Uses active listening skills | | | | |
- Escorts patients when they are lost while beside them (avoid standing in front of them when possible) | | | | |

**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.
### PERFORMANCE CRITERIA

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<thead>
<tr>
<th>observers' assessment</th>
<th>observer's comments from observations</th>
<th>improvement method:</th>
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</thead>
<tbody>
<tr>
<td>self-assessment</td>
<td></td>
<td>(&quot;adherence to standards&quot; &quot;reminder/online training&quot; &quot;classroom training&quot;)</td>
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**Place an X in the appropriate box**

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- For service recovery, used SALUTE framework (see above)

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<thead>
<tr>
<th>Staff Signature:</th>
<th>Date:</th>
<th>Observer’s Signature:</th>
<th>Date:</th>
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