

## Inpatient/Resident 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>elcome the Veteran &amp; family warmly and use eye contact.  <b>E</b>xplain who you are, your role and what they can expect  <b>C</b>onnect with the Veteran by having a pleasant interaction and learning a bit about who they are.  <b>A</b>ctively listen to the Veteran’s needs and preferences. Be open to what they are saying without interruption. Take their needs into account.  <b>R</b>espond to their needs and tell them what you are planning to do. Describe your actions and follow up to ensure understanding  <b>E</b>xpress 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>ay Hello, make eye contact and introduce yourself and your role  <b>A</b>polo<b>G</b>ize and show empathy for their concern  <b>L</b>isten to the concern(s) being raised without interruption. Be open to what they are saying  <b>U</b>nderstand what the Veteran or beneficiary needs by asking questions  <b>T</b>ake action 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>xpress 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			
<b>Place an X in the appropriate box</b>						
• 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.						
• Explains in a way that patient can understand (avoids medical jargon)						
• Informs patient of all steps and processes – document on communication board plan of care (i.e. estimated date of d/c)						
• "Are you anxious or concerned about anything?"						
• Asks if patient has any questions						
• Demonstrates empathy/concern						

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	1	2	3			
<b>Place an X in the appropriate box</b>						
• Escort patients when they are lost while beside them (avoid standing in front of them when possible)						
• 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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