

## Leadership: 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>e</u>lcome the Veteran &amp; family warmly and use eye contact.  <b>E</b><u>x</u>plain who you are, your role and what they can expect  <b>C</b><u>o</u>nnect with the Veteran by having a pleasant interaction and learning a bit about who they are.  <b>A</b><u>c</u>tively 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><u>e</u>spond 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>x</u>press 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>a</u>y Hello, make eye contact and introduce yourself and your role  <b>A</b><u>p</u>ologize and show empathy for their concern  <b>L</b><u>i</u>sten to the concern(s) being raised without interruption. Be open to what they are saying  <b>U</b><u>n</u>derstand what the Veteran or beneficiary needs by asking questions  <b>T</b><u>a</u>ke 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><u>x</u>press 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>						
• Ensures auditing occurs/hold staff accountable						
• Staff and patient rounding with approved template						
• Review data quarterly to assess improvement activities						
• Patient experience targets cascaded to front line managers						
• Introduce yourself by name and role						
• Use of WECARE framework (see above)						
• Escort patients when they are lost while beside them (avoid standing in front of them when possible)						
• 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.						
• For service recovery, used SALUTE framework (see above)						

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