MSA: ROUNDING COMPETENCY ASSESSMENT

Name:	Job Title:	Service Line:

Instructions:	WECARE – communication during interactions with patients and staff	SALUTE – service recovery: closing the gap between what was expected and what occurred
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	**W**elcome the Veteran & family warmly and use eye contact. **E**xplain who you are, your role and what they can expect **C**onnect with the Veteran by having a pleasant interaction and learning a bit about who they are. **A**ctively listen to the Veteran's needs and preferences. Be open to what they are saying without interruption. Take their needs into account. **R**espond to their needs and tell them what you are planning to do. Describe your actions and follow up to ensure understanding **E**xpress gratitude and thank them for choosing VA, or compliment them on something they did well.	**S**ay Hello, make eye contact and introduce yourself and your role **A**pologize and show empathy for their concern **L**isten to the concern(s) being raised without interruption. Be open to what they are saying **U**nderstand what the Veteran or beneficiary needs by asking questions **T**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. **E**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.

PERFORMANCE CRITERIA	Self- Assessment			Observers' Assessment	Observer's Comments from Observations	Improvement Method: ("Adherence to Standards" "Reminder/Online Training" "Classroom Training")
Place an X in the appropriate box	1	2	3			
• Acknowledge arriving patient with a verbal greeting and a smile, or through eye contact and a smile if assisting another guest						
• 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						
• Review Patient demographics						
• Inform Patient of known delays at check-in (if greater than 30 minutes late, offered to reschedule)						
• Conduct reception area rounding (Every 15 Minutes)						
• Assist patient at kiosk when needed						
• 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.						
• If you need to return cards or paperwork to seated patient, physically go out and hand the documentation to the patient						

PERFORMANCE CRITERIA	Self- Assessment			Observers' Assessment	Observer's Comments from Observations	Improvement Method: *("Adherence to Standards" "Reminder/Online Training" "Classroom Training")*
Place an X in the appropriate box	1	2	3			
• For service recovery, used SALUTE framework (see above)						

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