

MH Outpatient Providers: ROUNDING COMPETENCY ASSESSMENT

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</p> <p>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</p> <p>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						
• 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"						
• If you are running late, apologize to the patient and acknowledge his/her time is valuable						
• 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)						
• Demonstrates empathy/concern						
• Asks clients how you can help meet their emotional or spiritual needs						
• Asks if patient has any questions						

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

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