

## Outpatient Nurse: ROUNDING COMPETENCY ASSESSMENT

|       |            |               |
|-------|------------|---------------|
| Name: | Job Title: | Service Line: |
|-------|------------|---------------|

|  |  |   |
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| <p><b>Instructions:</b><br/>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.<br/> <b>E</b>xplain who you are, your role and what they can expect<br/> <b>C</b>onnect with the Veteran by having a pleasant interaction and learning a bit about who they are.<br/> <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.<br/> <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<br/> <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<br/> <b>A</b>pologize and show empathy for their concern<br/> <b>L</b>isten to the concern(s) being raised without interruption. Be open to what they are saying<br/> <b>U</b>nderstand what the Veteran or beneficiary needs by asking questions<br/> <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.<br/> <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:<br>(“Adherence to Standards”<br>“Reminder/Online Training”<br>“Classroom Training”) |
|---|------------------|---|---|-----------------------|---------------------------------------|---|
|   | 1                | 2 | 3 |                       |                                       |   |
| <b>Place an X in the appropriate box</b>  |                  |   |   |                       |                                       |   |
| • Avoids calling patients from a distance; greet them at their seat to escort them to respective areas      |                  |   |   |                       |                                       |   |
| • 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)   |                  |   |   |                       |                                       |   |
| • Connects with the patient on some personal level  |                  |   |   |                       |                                       |   |
| • 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. |                  |   |   |                       |                                       |   |
| • Demonstrates empathy/concern  |                  |   |   |                       |                                       |   |

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|--|------------------|---|---|-----------------------|---------------------------------------|---|
|  | 1                | 2 | 3 |                       |                                       |   |
| <b>Place an X in the appropriate box</b>   |                  |   |   |                       |                                       |   |
| <ul style="list-style-type: none"> <li>At conclusion, thanks the patient for today's visit. "thank you for choosing the VA for your healthcare needs"</li> </ul> |                  |   |   |                       |                                       |   |
| <ul style="list-style-type: none"> <li>Uses active listening skills</li> </ul>   |                  |   |   |                       |                                       |   |
| <ul style="list-style-type: none"> <li>Escorts patients when they are lost while beside them (avoid standing in front of them when possible)</li> </ul>          |                  |   |   |                       |                                       |   |
| <ul style="list-style-type: none"> <li>For service recovery, used SALUTE framework (see above)</li> </ul>  |                  |   |   |                       |                                       |   |

|                         |              |                              |              |
|-------------------------|--------------|------------------------------|--------------|
| <b>Staff Signature:</b> | <b>Date:</b> | <b>Observer's Signature:</b> | <b>Date:</b> |
|-------------------------|--------------|------------------------------|--------------|