

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>W<u>elcome</u> the Veteran & family warmly and use eye contact. E<u>xplain</u> who you are, your role and what they can expect C<u>onnect</u> with the Veteran by having a pleasant interaction and learning a bit about who they are. A<u>ctively listen</u> to the Veteran's needs and preferences. Be open to what they are saying without interruption. Take their needs into account. R<u>espond</u> to their needs and tell them what you are planning to do. Describe your actions and follow up to ensure understanding E<u>xpress</u> 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>S<u>ay Hello</u>, make eye contact and introduce yourself and your role A<u>polo</u>gize and show empathy for their concern L<u>isten to the concern(s)</u> being raised without interruption. Be open to what they are saying U<u>nderstand</u> what the Veteran or beneficiary needs by asking questions T<u>ake action</u> to resolve the issue and tell the Veteran what you are planning to do. After you take action, follow up with the Veteran. E<u>xpress gratitude</u> 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						
• Perform adequate medical history review prior to visit/call/video. Avoid asking pt questions that are answered in the chart.						
• 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						
• Seek permissions (knock prior to entering room, or ask if OK to put on hold or seek consultation)						
• Limit interrupting the patient						
• Wash your hands/use foam NA TH/VVC						
• When closing doors/curtains for privacy, state "I'm closing this door/curtain for your privacy" NA TH/VVC						
• Sit next to patient and face him/her when conversing with patient as it is safe and appropriate to do so. NA TH/VVC						
• Avoid talking to computer or appearing distracted, lean in to talk to pt						
• Explains in a way that patient can understand (avoids medical jargon)						
• Demonstrates empathy/concern						

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	1	2	3			
Place an X in the appropriate box						
• Provides and explains patient care plan						
• Asks if patient has any questions						
• Escort patients when they are lost while beside them (avoid standing in front of them when possible) NA TH/VVC						
• Walks patient to front to close visit NA TH/VVC						
• Uses active listening skills						
• 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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