

Leader Rounding 2023

Leader Rounding 2023			
Jul 31- Aug 25	Rounders	Assignment	Rounders
	JD Martin, Supply Director	2E	John West, RT, (R), Radiology Director
	Megan Savage, MS, OT/L Therapies Manager	2E	Debra Erwin, RDN/LD, Nutrition Manager
	Laura McAnally, BSN, RN, RN-BC, Magnet Program Director	2E	
	Mike Long, BSN, RN, CNML, Cath Lab Manager	2W	Tracy Bays, Director Housekeeping
	Scott Jones, Director GeriPsych	2W	Kathryn Goad, BSN, RN, Risk Manager
	Vicky Sanders, MSN, RN, CNML, Director Case Management	2W	
	Tim Lambeth, BSN, RN, OR Manager	4W	Mindy Hannafious, MLS (ASCP), Laboratory Manager
	Dawn Spurlock, BSN, RN, Outpatient Nurse Manager	4W	Adam Jarrett, RT (R)(T)(ARRT), Direcor of Hospital Based Clinics
	Stephanie Bailey, BA, LPN, Patient Relations Manager	4W	
	Tiffany McCain, PharmD, Pharmacy Director	4E	Philip Petty, RN, Float Pool Supervisor
	TJ Ford, Security Supervisor	4E	Jeannie Roberts, BSN, RN, Nurse Manager 1 East
	David Terry, Director of Facilitie	4E	
	Jessica Wilson, MHA, HACP, CPHQ, Quality and Safety Program Manager	5E	Christi Amerson, PharmD, Pharmacy Manager
	Julie Clift-Hays, BSRT, RRT, Respiratory Therapy Manager	5E	Jeff Erwin, CDM,/CFPP, BSBA, Kitchen Manager
	Clay Bowen, Supervisor Facilities	5E	
Aug 28-Sep 29	Rounders	Assignment	Rounders
	JD Martin	2E	John West
	Megan Savage	2E	Debra Erwin
	Laura McAnally	2E	
	Mike Long	2W	Tracy Bays
	Scott Jones	2W	Kathryn Goad
	Vicky Sanders	2W	
	Tim Lambeth	4W	Mindy Hannafious
	Dawn Spurlock	4W	Adam Jarrett
	Stephanie Bailey	4W	
	Tiffany McCain	4E	Philip Petty
	TJ Ford	4E	Jeannie Roberts
	David Terry	4E	
	Jessica Wilson	5E	Christi Amerson
	Julie Clift-Hays	5E	Jeff Erwin
	Clay Bowen	5E	
MAKE CHANGES to dates after			
Oct 2-Oct 27	Rounders	Assignment	Rounders
	Mike Long	2E	Tracy Bays
	Scott Jones	2E	Kathryn Goad
	Vicky Sanders	2E	
	Tim Lambeth	2W	Mindy Hannafious
	Dawn Spurlock	2W	Adam Jarrett
	Stephanie Bailey	2W	
	Tiffany McCain	4W	Philip Petty
	TJ Ford	4W	Jeannie Roberts
	David Terry	4W	
	Jessica Wilson	4E	Christi Amerson
	Julie Clift-Hays	4E	Jeff Erwin
	Clay Bowen	4E	
	JD Martin	5E	John West
	Megan Savage	5E	Debra Erwin
	Laura McAnally	5E	

Oct 30- Nov 24	Rounders	Assignment	Rounders
	Mike Long	2E	Tracy Bays
	Scott Jones	2E	Kathryn Goad
	Vicky Sanders	2E	
	Tim Lambeth	2W	Mindy Hannafious
	Dawn Spurlock	2W	Adam Jarrett
	Stephanie Bailey	2W	
	Tiffany McCain	4W	Philip Petty
	TJ Ford	4W	Jeannie Roberts
	David Terry	4W	
	Jessica Wilson	4E	Christi Amerson
	Julie Clift-Hays	4E	Jeff Erwin
	Clay Bowen	4E	
	JD Martin	5E	John West
	Megan Savage	5E	Debra Erwin
	Laura McAnally	5E	
Nov 27-Dec 29	Rounders	Assignment	Rounders
	Mike Long	2E	Tracy Bays
	Scott Jones	2E	Kathryn Goad
	Vicky Sanders	2E	
	Tim Lambeth	2W	Mindy Hannafious
	Dawn Spurlock	2W	Adam Jarrett
	Stephanie Bailey	2W	
	Tiffany McCain	4W	Philip Petty
	TJ Ford	4W	Jeannie Roberts
	David Terry	4W	
	Jessica Wilson	4E	Christi Amerson
	Julie Clift-Hays	4E	Jeff Erwin
	Clay Bowen	4E	
	JD Martin	5E	John West
	Megan Savage	5E	Debra Erwin
	Laura McAnally	5E	
MAKE CHANGES to dates after			
Jan 1-Jan 26	Rounders	Assignment	Rounders
	Tim Lambeth	2E	Mindy Hannafious
	Dawn Spurlock	2E	Adam Jarrett
	Stephanie Bailey	2E	
	Tiffany McCain	2W	Philip Petty
	TJ Ford	2W	Jeannie Roberts
	David Terry	2W	
	Jessica Wilson	4W	Christi Amerson
	Julie Clift-Hays	4W	Jeff Erwin
	Clay Bowen	4W	
	JD Martin	4E	John West
	Megan Savage	4E	Debra Erwin
	Laura McAnally	4E	
	Mike Long	5E	Tracy Bays
	Scott Jones	5E	Kathryn Goad
	Vicky Sanders	5E	
Market	Christi	Michael	Shawna

Leadership Rounding Open Ended Questions

What is this tool?

The purpose of the Leadership Rounding Open Ended Questions list is to provide the facility with a mechanism to do the following:

- Provide a structured approach to the questions asked during Leadership Rounding

How can the tool help you?

The Leadership Rounding Open Ended Questions list is provided for leaders to:

- Have standardized questions used during Leadership Rounding
- Elicit valuable feedback from patients regarding their perception of care

Instructions

- Provide leaders with a copy of open ended questions during education
- Encourage leaders to practice asking open ended questions prior to patient rounding
- Select a few focused questions for each round

Assistance may be requested by contacting a Patient Experience national team member.

Sandy Rush, MA, BSN, CHE
VP Patient Experience Improvement



Karen Byrnes, MSN, RN, CPXP
National Director Patient Experience



Deanna Buelow, MSN, RN
National Director Patient Experience



Marion Moore, MSN, BSN, RN, CPXP
National Director Patient Experience



Leadership Rounding

Open Ended Questions

Select a few focused questions for each round

Nurse Communication - Bedside Shift Report	
<ul style="list-style-type: none"> • What typically happens when nurses change shifts? • How do you know your new nurse is familiar with you and your plan of care? • How do you participate in Bedside Report? 	<ul style="list-style-type: none"> • Can you describe what happens when one nurse leaves for the day and your new nurse arrives? • What is an example of something the nurses discussed that was important to you? • Can you describe how you participated in the discussion with your nurses?
Responsiveness - Intentional Hourly Rounding	
<ul style="list-style-type: none"> • About how frequently/often does someone from your care team/nurse come in to round/check on you? • Tell me a little about why those visits are important to you? • What happens when you push your call light? 	<ul style="list-style-type: none"> • During the nurse rounds/visits, what are they asking you about? • About how often do you need to use your call light? • What do you typically need to use your call light for? • About how long would you say it takes for someone to respond to your needs?
Communication - Nurse/Physician Rounding	
<ul style="list-style-type: none"> • When your doctor comes in to talk with you, what does that look like (or who comes in with your physicians)? • How is your team using your communication board? 	<ul style="list-style-type: none"> • Can you tell me a little about the communication between your doctor and nurse? • Can you tell me about the plan for your care today?
Communication - Medications	
<ul style="list-style-type: none"> • Can you describe what happens when your nurse brings you your medication? • It's important that you understand the purpose and potential side effects of your medications, can you tell me how we're teaching you? 	<ul style="list-style-type: none"> • What are nurses teaching you about when giving you any new medications you may be taking?
Environment - Cleanliness and Quiet	
<ul style="list-style-type: none"> • Cleanliness is important to us, how are we doing keeping your room and bathroom clean? • How are we keeping your room and bathroom clean? As a follow up question if needed: Is there anything that may need additional attention? 	<ul style="list-style-type: none"> • On our unit we promote a quiet, restful environment for you during the night shift. Can you tell me about your rest last night?
Discharge Information	
<ul style="list-style-type: none"> • How have we been preparing you for caring for yourself once you leave the hospital? • Can you tell me what help you have when you leave the hospital? 	<ul style="list-style-type: none"> • Can you tell me a little about what you need to be careful of or watch for once you get home?