

Patient Interaction Rounding Guidelines for Leaders

Note: To be used with Nurse Rounding. Feedback is recorded to provide specific instruction and follow-up.

Date:	Leader Name:	Clinic/Program:
STRENGTHS IDENTIFIED / RATING	ESSENTIAL SKILLS	NEED TO FOCUS ON IMPROVEMENT
	Key Priorities of Focus: (engagement, quality, service)	
	1.	
	2.	
	3.	
	Safety: Sanitized hands prior to approaching	
	Introduction: Acknowledge/introduce, duration, purpose and thank you	
	Managed up others in conversation (co-workers, other departments, physicians, and/or shifts); harvested recognition	
	Asked if patient needed anything else or if there was anything else they could do before ending conversation	
	Nonverbal communication tools used effectively (body language, eye contact, distance, tone, physical positioning, use of touch)	
	Utilized excellent communication skills in conveying empathy and managing patient expectations	
	Able to verbalize next steps: <ul style="list-style-type: none"> • What did they learn? • What are they going to do with this information? 	