

Purposeful Rounding

rounding

step 1 build the relationship

step 2 set expectations

step 3 focus the inquiry

step 4 close the encounter

step 5 act on the information

If you have a highly engaged workforce, how much can your hospital revenue increase annually?" Remarkably, your bottom line can increase by 250 when you have engaged, committed employees. Research also shows that when you score in the top quartile for engagement on employee satisfaction surveys, you see a 40% lower turnover rates.

Healthcare Executive, Engage but also *Enable Your Employees*, Jan/Feb 2010

Purposeful Rounding helps you fully engage your employees and retain high performers through consistent, transparent and open communication, and empowerment at every level of your organization.

It's the simple things, done consistently and done well, that can be the biggest driver of improved quality and revenue. Purposeful rounding has a direct impact on patients and staff, and the entire continuum of care. It is an organized process of systematic visibility done with a purpose. Rounding establishes relationships so needs can be communicated. It creates an openness based on trust and fosters the sharing of valuable information. Barriers come down when rounding is practiced consistently, and visibility comes to be expected and anticipated.

The Power of Rounding

- Build relationships of trust in a supplier-customer chain
- Be accessible and role model behaviors
- Gain knowledge of what is working well
- Learn about teamwork and staff behaviors to be recognized, rewarded and encouraged
- Address concerns or barriers in a timely manner to get work done efficiently
- Listen to your customers
- Validate consistency in employee performance
- Work with customer to mutually solve opportunities for improvement

Types and Outcomes of Rounding

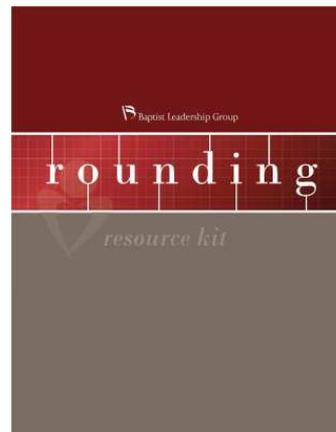
TYPE OF ROUNDING	PURPOSE OF ROUNDING	BENEFITS OF ROUNDING
Leaders Rounding on Employees	Identify opportunities for improvement and work on mutual solutions Recognize staff	<ul style="list-style-type: none"> • Improved Employee Satisfaction from 10th to 75th percentile • Reduce Voluntary/Non Voluntary Turnover from 11.2% to 6.1% • Improve Retention from 82.5% to 87.2% • Decrease Vacancy Rate from 7% to 2%
Leaders Rounding on Patients	Learn what is working well and opportunities for improvement	<ul style="list-style-type: none"> • Increase patients satisfaction by an average 59 percentile • Decrease patient complaints by 66% • Reduce Emergency Department LWOT from 4.5% to 2%
Interdepartmental Rounding	Accountability Trust Process Improvement	<ul style="list-style-type: none"> • Increased customer and employee loyalty • Decreased voluntary turnover by building trust • Improved interdepartmental relationships • Improved customer experiences • Ensured quality and safety
Senior Leader Rounding	Validate staff performance of using Words that Work/RELATE, and delivering service consistently	<ul style="list-style-type: none"> • Increased customer and employee loyalty • Decreased voluntary turnover by building trust • Improved interdepartmental relationships • Improved customer experiences • Ensured quality and safety

Our Curriculum and Certification Process

The best way to create an environment of “every patient, every time” is through consistent training, use and accountability. This cannot be accomplished with a video or seminar. Rounding is delivered through a multi-day “train the trainer” process. Six to eight in-house facilitators are developed who become proficient in the model. They then train your staff, and provide ongoing support. Facilitators are certified since they will drive organizational self-sufficiency for Rounding, as well as sustainable outcomes.

Specific deliverables of Rounding include:

- Expert onsite orientation and training
- Certification of 6-8 in-house Rounding facilitators
- Facilitation Guides
- Participant workbooks



For more information, contact Kim Bixler at kimb@bhclg.com or 850.469.2394.