

Patient/Resident/Client Rounding for Person-Centered Experience

Rounder:	Unit:	Date:
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Directions: Open with introduction (see example) and question 2. Follow-up with 2 or 3 A questions and 2 or 3 B questions. Close with question 12 and (see example) and a thank you.

1. **Introduction example:** *Good morning/afternoon (recognize by name), I'm (name, role). I am taking a few minutes to visit with patients/residents/family members today to see how their stay is going and I would really appreciate if you had a moment to share your thoughts with me. Do you have 2 or 3 minutes? Your feedback will help to make sure my team and I are providing you with excellent care in a personal and compassionate way. Your care is our first priority!*

		Question	Comments	Action √
2.		How are things are going today. What else do you wish you knew about your treatment/condition or care?		
3.	A	Were you able to sleep or rest last night? If not, what could we have done differently that may have helped?		
4.	A	Have we been controlling your pain to your expectation? Has our team offered additional suggestions besides medication to control your pain (such as pillows, repositioning, heat)?		
5.	A	Have you used the call button to request assistance? Has the team responded quickly when you've requested assistance?		
6.	A	Do you feel good about being able to care for yourself when you leave? Do you have any questions about next steps or follow-ups?		
7.	B	How well does our team listen to you with their full attention?		
8.	B	Do you feel that our team cares about you, your feelings and concerns? (or appreciates you, your situation and the challenges you're facing?)		
9.	B	Has anything been done to or for you that has not had a clear purpose from your point of view? Please explain.		
10.	B	What suggestions do you have for me and the team that might help us to communicate better with you and your family?		
11.	B	Is there anyone on the team that has gone above and beyond for you while you have been with us?		
12.		Before I go, is there anything I can do for you to make you more comfortable?		

13. **Closing example:** *Thank you for sharing your thoughts with me—is there anything else you would like me to know? I hope you are feeling much better soon.*