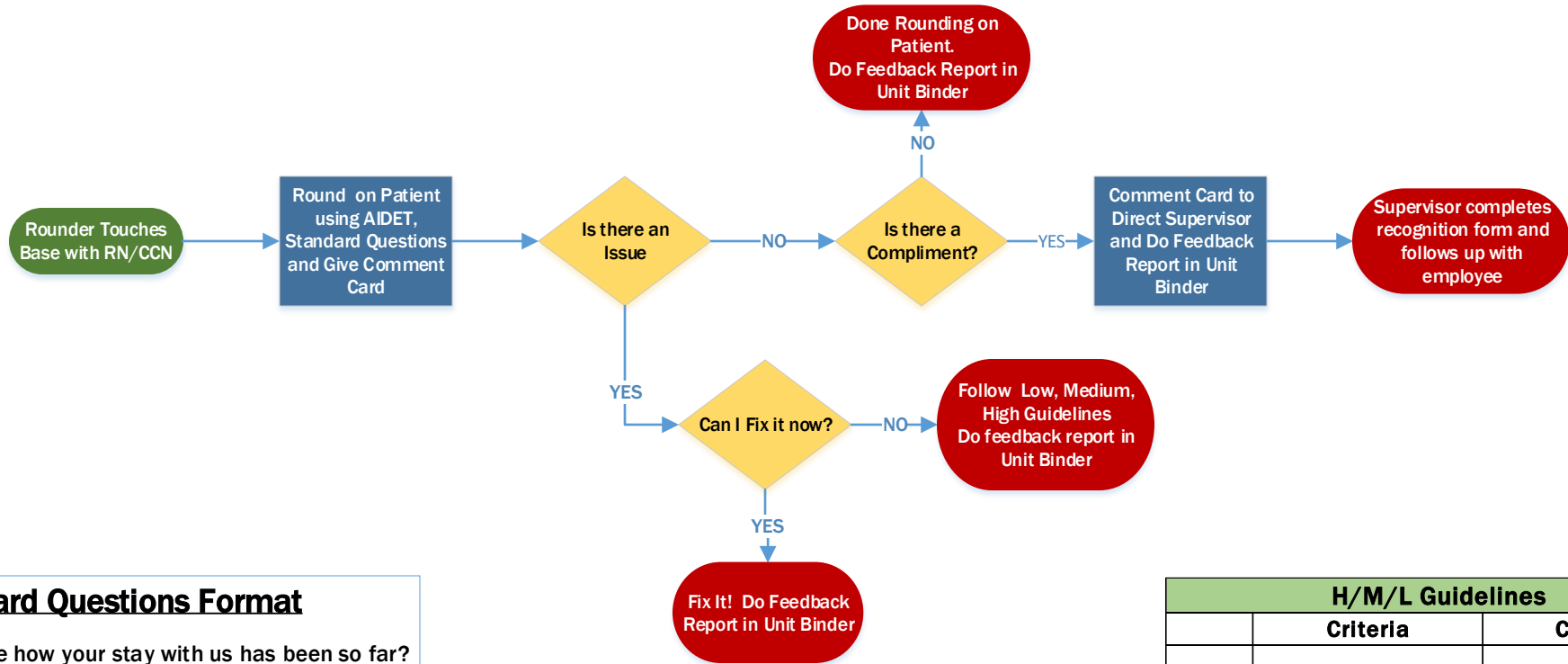


# Patient First Rounding Process

- **Goal:** Provide exceptional experience to our patients and families by offering support as patient advocates and to help mitigate issues before discharge. Success will be measured by improved Patient Satisfaction Results and Increased Referrals.
- **Who Rounds:**
  - Rounding Teams consisting of three (3) people per each unit
  - Administrator on Call (AOC)
- **Frequency:**
  - Rounding Team Rounds one (1) x per week on 4-5 patients
  - AOC rounds on two (2) patient's per Unit on call week
  - \*Problem Patients, VIP Patients, other Patients per CCN



**Standard Questions Format**

1. Tell me how your stay with us has been so far?
2. Tell me about someone you want to recognize that has done a great job of providing you care?
3. Is there anything I can help you with right now?

H/M/L Guidelines		
	Criteria	Contact
<b>High</b>	Legal, AMA, Abuse, Physician Complaints	CNO, Program Director or AOC
<b>Middle</b>	Staff issues (attitude, call lights, etc.) Care Issues (cleanliness, privacy, etc.)	CCN, Nurse Manager, Therapy Manager, Program Director
<b>Low</b>	Immediate care needs (toileting, pain, food, etc.) Communication Issues (appointments)	Nurse, CCN, Nurse Manager