Nurse Leader Rounding on Patients
Inpatient Validation Checklist

Medical City Healthcare

Name: _____   Unit/Area: _____

Date: _____   Evaluator: _____

Skill / Action	(S/O)	Notes
Pre-Round on Nurse		
Obtained Patient's Preferred Name		
Obtained Personal Connection for each patient		
What are our current 2x2s and behaviors related to impact 2x2s? *1) "Staff worked together to care for you?"* *2) "How often did nurse listen carefully to you?"*		
NLR – AIDET	**(S/O)**	**Notes**
Acknowledge patient/visitor using preferred name (if known)		
Introduce self by name, title / role in caring		
Manage Up use of the device & technology – DOCUMENT IN REAL-TIME		
Stated realistic duration (minutes) of round		
Care Out Loud: Used KWKT re: purpose: *"safe and quality care"*		
Personal connection established		
2x2 Focus Areas	**(S/O)**	**Notes**
Ask pre-approved rounding questions (reference using Orbit) 1) *"Our medical and nursing teams work together to ensure you are well informed and involved in your care. How has this been for you today?"* 2) *"It is important that our nurses take the time to listed to your needs/priorities. How has the care team addressed what is most important to you in your care today?"*		
Verify staff performance on 2x2 behaviors *(validate comm. board is completed **IN FULL** with measurable goals/MIT)*		
Observations	**(S/O)**	**Notes**
Conducted environmental assessment of quality/safety		
Wrap up (Thank you)	**(S/O)**	**Notes**
Harvest behavioral-based recognition		
Manage Up **OR** Performed service recovery steps (STOP NLR – Perform LEARN)		
Confirmed next steps and follow-up		
Close conversation with gratitude		
Compassionate Connected Care	**(S/O)**	**Notes**
Displays <u>two or more</u> of the following: • Eye contact, smile • Uses intentional gestures (Beyond the Mask initiative) • Energy, voice tone, and speaking speed (match needs) • Responds with appropriate action to convey empathy		
Post Round Summary	**(S/O)**	**Notes**
What was learned and will be coached? (Quality, Safety, & Care Experience)		
TOTAL NUMBER OF OPPORTUNITIES (O's)	O = ___ /18	

0 – 1 opportunity = Expert (E) – Revalidated every **6 months**
2 opportunities = Competent (C) – Revalidated every **60 days**
3 or more opportunities = Developing (D) – Revalidated **every other week**

S = Strength in Skill   O = Opportunity

STAR Coaching - Competency Checklist *(Rev: 11/3/2020)*

Medical City Healthcare

STAR Coaching Validation for: _____

Date: _____   **Validator:** _____

Level of Performance	E	C	D	Notes
Determine coaching approach				
Situation/Task	S/O	S/O	S/O	
Opened with a specific focus for coaching				
Action				
Asked for employee's self-reflection on positive/negative actions/behaviors.			▓	
Stated 1-2 specific Positive Behaviors			▓	
Stated 1-2 specific Opportunities	▓			
Statements are clear and concise				
Results				
Discussed impact of actions/behaviors				
Re-recruited staff member		▓	▓	
Regarding identified behaviors: Asked for "Teach Back" to validate understanding OR Ask for Commitment to ensure changes made.				
Thanked employee for conversation				
Coaching Approach/Focus				
Coaching approach aligns to performance level				
Total Opportunities	O=____/9	O=____/9	O=____/7	

Additional Notes

<mark>THIS IS FOR THE COACH TO WRITE DOWN THE BEHAVIORS THEY ARE GOING TO STAR COACH AFTER A VALIDATION OR NLR:</mark>

Positive Behaviors (Competent & Expert)
1)

2)

Opportunities (Developing & Competent)
1)

2)

S = Strength; O = Opportunity

0 - 1 opportunity = **Expert (E)** - *Revalidated every 6 months*

2 opportunities = **Competent (C)** - *Revalidated every 60 days*

3 or more opportunities = **Developing (D)** - *Revalidated every other week*