Patient Rounding Questions

All rounding information is captured on a Survey Monkey. Information is pulled weekly for tracking and trending. Any fallouts are escalated after the round and followed through until resolution. Resolution is documented.

Charge Nurse or Unit Coordinator:
1. Assess execution of Bedside Shift Report (was it helpful to patient?).
2. Assess responsiveness of caregivers.
3. Assess medication administration (timely, understanding of new meds and any potential side effects, home medications started in a timely manner).
4. Assess if staff is compassionate and empathetic.
5. Is there anyone who has gone above and beyond?
6. Assessment – whiteboard up to date, room clean and tidy.
7. Any follow-up required?

Unit Director/Manager
1. Assess nurse communication
2. Assess physician communication
3. Anyone to recognize?
4. Assess environment (whiteboard, room)
5. Any follow-up required?

Patient Relations:
1. Assess how stay has been.
2. Is all staff completing 2 P’s?
3. Assess environment.
4. Any follow-up required?

Day Surgery Rounding
1. Have we been responsive to your needs and sensitive to any difficulties or inconveniences?
2. Have we kept you well informed of wait times and any delays?
3. Has your care been well-coordinated among your doctors and caregivers?
4. Do you have any recommendations for things we could do to improve the experience or care provided?

Ancillary Rounding:
Food and Nutrition Services
1. Did you have any problems placing your order?
2. Was the employee who delivered your meal friendly and courteous?
3. When your food arrived, was it the proper temperature?
4. Did you receive all of the items that you ordered?
5. How would you rate the quality of the food?
6. Do you have any suggestions on things we could do to improve?

Environmental Services
1. Was your room and bathroom cleaned to your satisfaction today?
2. Was the housekeeper friendly and courteous?
3. Do you have any suggestions on things we could do to improve?

Lab
1. Was the phlebotomist who drew your blood friendly and courteous?
2. Did the phlebotomist provide good explanations?
3. Did the phlebotomist demonstrate concern for your comfort?
4. Do you have any suggestions on things we could do to improve?