Leader Name: Date:

Department:

Questions	Name: Date:	Name: Date:	Name: Date:
What is working well in your area? What are some of the accomplishments that you are most proud of (QPs, Patient Satisfaction, Employee Engagement, etc.)			
Are there any individuals you think I should be recognizing? If so- who and for what? Leaders - What are you doing to recognize them?			
What are some things that make it difficult for you to do your job (do you have the tools/equipment you need)? *What are your suggestions for fixing it?*			
Which Domains/Sections of the PG survey are you struggling the most with?			
What ideas do you have for improving the patient and employee experience?			
What can we do to support you and your team more successfully? Leaders - What message do you need me to help communicate?			
Are there any patients you think would benefit from me visiting them?			

Questions for Area Leaders and Staff

Overall Experience	
How has your experience been so far?	
Have you used the call bell (if applicable)? If so - what happened?	
Are there any staff members who have gone above/beyond for you or your loved ones?	
How did you sleep last night (if applicable)? If not well - what kept you awake?	
Are you comfortable? Is there anything we can do to make you more comfortable? Are you currently experiencing any physical pain?	
Do you have any questions that I can help you get answered?	
Has anyone from your care team told you when you'll be discharging? How are you feeling about going home?	
Other Notes:	

Environmental Rounds			
☐ Whiteboard Updated?	☐ Hand Washing?	☐	Is the room quiet? What are any sources of noise?
☐ Multi-dose vials labeled?	☐ Hourly Rounds?	☐	Is the room clean? Is everything within the reach of the patient?