



Nick Hogan  
Manager

Replace with  
new logo

## Dashboard

Rounds Last 7 Days

1

P1 Team Charters

0

Patient

Family

0

Staff

C 1 need follow up

0

Physician

Teach

Empower

Shared Decisions

Align

Cascading Goals

Monitoring Results

Mentor

Add Feedback

Review

My Employees

Mentoring Last 30 Days

0

Goal-Setting Info

Coaching

0

Dialogue

0

Observations

2 need attention

Results/graphs



Patient Round

HOME

EDIT PROFILE

HELP

LOGOUT

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## New Patient Round

T...

0%

~~Introduce self and role. Explain purpose of conversation is to learn more about how patients are doing and to find ways to further improve our services.~~

~~If "no", apologize for interrupting their rest. Reinforce that they should let the nurse manager know if they have any unresolved questions or concerns during their stay.~~

~~Open the conversation with an open-ended question.~~

Integrat...

Daily H...

Staff M...

E...

A...

M...

Unit

Select a Unit

▼

Introduce self and role. Explain purpose of conversation is to learn more about how patients are doing and to find ways to further improve our services.

**Ask**

Would you be willing to talk with me for a few minutes?

If "no", apologize for interrupting their rest. Reinforce that they should let the nurse manager know if they have any unresolved questions or concerns during their stay.

Room Number and/or Patient Initials

Ask

More  
staff  
drop down  
menu.

Ask 

Follow up with staff?

Close: Thank you so much for talking with me today. I hope your recovery continues to go well.  
We really appreciate your choosing our hospital for your care.

Ask 

Your overall assessment?



Ask 

Select Staff Members

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## New Staff Round

T...

0%

~~Introduce self and role. Explain purpose of conversation is to learn more about how patients are doing and to find ways to further improve our services.~~

~~If "no", apologize for interrupting their rest. Reinforce that they should let the nurse manager know if they have any unresolved questions or concerns during their stay.~~

~~Open the conversation with an open-ended question.~~

Integrat...

Daily H...

Staff M...

E...

A...

M...

Unit

Select a Unit

Ask

Staff Member (s)

Open the conversation with a open-ended question.

Ask

How are things going today? (your initial subjective assessment)

Ask

(Closing subjective assessment. How did the employee feel as you left the conversation?)

Submit

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## New Physician Round

T...

0%

Introduce self and role. Explain purpose of conversation is to learn more about how patients are doing and to find ways to further improve our services.

If "no", apologize for interrupting their rest. Reinforce that they should let the nurse manager know if they have any unresolved questions or concerns during their stay.

Open the conversation with an open-ended question.

Integrat...

Daily H...

Staff M...

E...

A...

M...

Unit

Select a Unit

▼

Physician name

Introduce self and role (if necessary). Explain that you are rounding today – talking with both patients and staff – to better understand what's going well and what we should be working on to improve.

### Ask

Do you have a few minutes to talk?



If no, ask if they would like for you to follow up with them later to discuss any issues.

Open the conversation with a open-ended question.

→ *Add drop down menu of staff here.*

Ask

Follow up?

Close: Thank you for taking a few minutes to talk with me today We appreciate what you do for the hospital and our patients.

Ask

Your overall assessment?



Ask

Select staff members



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HELP

LOGOUT

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## New Family Round

T...

0%

Introduce self and role. Explain purpose of conversation is to learn more about how patients are doing and to find ways to further improve our services.

If "no", apologize for interrupting their rest. Reinforce that they should let the nurse manager know if they have any unresolved questions or concerns during their stay.

Open the conversation with an open-ended question.

Unit

Select a Unit

E...

A...

M...

Room Number

Introduce self and role. Explain purpose of conversation is to learn more about how patients and family members are doing and to find ways to further improve our services.

Ask

Would you be willing to talk with me for a few minutes?

If no, apologize for bothering them. Reinforce that they should let the nurse manager know if they have any unresolved questions or concerns.

Open the conversation with an open-ended question.

One more question, are there any specific staff members that you'd like for us to recognize for the outstanding care they've provided? Or are there any staff member you have concerns about?

?

yes

Ask

Follow up with staff?

more  
drop  
down  
menu.

Ask

Select Staff Members

Close: Thank you so much for talking with me today. I hope your (family member's) care/recovery continues to go well. We really appreciate your choosing our hospital for your care.

Ask

Your final assessment



Delete "Other" round on menu.



(View after completing.)

HOME

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HELP

LOGOUT

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## Integrated Round

Teach

← Patient

Integrated ...

Daily Huddl...

Unit Name

Room Number

345 HRF

Staff Meeti...

Round Date

05/08/2023

Em...

Would you be willing to talk with me for a few minutes?

Yes

Shared De...

Room Number and/or Patient Initials

345 HRF

Align

What has gone well during your stay so far?

Staff has been very patient with me. I appreciate their kindness.

Cascading ...

What things should we work on improving?

It takes too long for call light to be answered.



HOME

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HELP

LOGOUT

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# Integrated Round

Integ...

&lt; Staff

Daily...

Unit Name

MH Unit

Staff...

Room Number

|

Round Date

04/11/2023

Shar...

Unit

444

Cas...

How are things going today? (On a scale of 1 to 5, 5 being the best)

0

Moni...

Follow up?

(Add button), Clear Follow Up

Yes

|

How can I best support you and other members of our team right now?

N/A

Add ...

Your final assessment

Yes

Review

My E...

These values are a  
little hard to read on  
screen (black type  
on dark background)

go to court, you will lose' X | N Steph Smith's Big List of Tools X myTeam X My TEAM Content - 8-25-16 cop X +

https://myteam.1905newmedia.com/teach/integrated-rounds/new

# New Integrated Round

Select a Round Type ▾

Rounds

es

ngs

ver ^

decisions

Goals

Results

ack

ees

This window pops up when you submit a round. What does "Please check your email..." mean?

New patient round created successfully  
Please check your email for further instructions

Search

73

73

[HOME](#)[EDIT PROFILE](#)[HELP](#)[LOGOUT](#)

Nick Hogan

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Integ...

Daily...

# Staff Meetings

## Purpose :

*Provide meaningful opportunities for staff to provide input and express ideas.*

Well-planned and facilitated staff meetings are one of the most effective forums for encouraging dialogue and open exchange with employees. Because increased "voice" has been identified as a priority in employee satisfaction surveys in most health care organizations, providing meaningful opportunities for staff to provide input and express ideas is essential.

Following are suggestions for more effective staff meetings.

### **1. Set specific and realistic goals and objectives for each meeting.**

- Prepare and distribute a written agenda several days before the meeting so that staff can come prepared to discuss relevant issues.*
- Allocate time for each agenda item as appropriate.
  - "Negotiate" allotted time frames and priorities on the agenda mid-meeting if necessary.

### **2. *Judiciously manage time to be respectful of staff.***

- Start on time.
- Stay on time.
- End on time.

### **3. *Start strong.***

- Outline specific goals for the meeting.
- Briefly review and gain agreement on agenda.

| <b>Time</b>  | <b>Topic</b>  | <b>Lead</b> |
|--|---|-------------|
| 7:25 am  | Clocking in/out procedures<br>Summary/Next Steps<br><a href="#">Download Sample Action Register</a> | S. Smith    |
| <b>Item/Action</b>   | <b>Status Date</b>  | <b>Lead</b> |
| Address restocking procedures of key supplies                                      | 7.20.16   | M. Perez    |
| Contact Materiels Mgt to clarify procedures  |   |             |
| Assemble small group to proposed changes as needed                                 |   |             |
| Schedule new teams members in Patient Experience classes                           | 8.1.16  | B. Williams |
| Discuss physician rounding procedures and expectations with Chief Medical Officer. | 8.5.16  | S. Smith    |
| <a href="#">Download Staff Meeting Agenda Template</a>                             |   |             |
| <a href="#">Download Action Register Template</a>                                  |   |             |



Shared Decisions

HOME

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HELP

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T...

Integrate ...

Daily Hu...

"Leaders become great not because of their power, but because of their ability to empower others."

– John Maxwell

Staff Me...

E...

Shared ...

For a Project Charter template and I.D.E.A. framework for shared problem-solving, click here.



Problem



Description

Team

Status

Outcome

Complete

Hospital

Unit

Action

A...

M



No data

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This table on the summary view needs to be streamlined. Eliminate the columns indicated below.

Teach

Integrated Rou...

Daily Huddles

Staff Meetings

Empower

Shared Decisi...

Align

Mentor

## Shared Decisions

"Leaders become great not because of their power, but because of their ability to empower others."

– John Maxwell

[Add New Shared Decision](#)

| ID | Problem | Description | Team | Status | Outcome | Complete? | Hospital | Unit | Action |
|----|---------|-------------|------|--------|---------|-----------|----------|------|--------|
|----|---------|-------------|------|--------|---------|-----------|----------|------|--------|

For a Project Charter template and I.D.E.A. framework for shared problem-solving, click here.

|    |                                 |   |                                |              |       |             |         |  |
|----|---------------------------------|---|--------------------------------|--------------|-------|-------------|---------|--|
| 16 | Improve Discharge Communication | <p>Score on patients feeling well prepared at discharge is low. This team will work on specific ways to improve that score consistently.</p> <p>5-8-23 - Team held first meeting and decided to focus on the written discharge instruction sheet first and making it clearer for patients. Bill will take a stab at a first draft by 5-20-23. Next meeting scheduled for 5-20-23.</p> | Bill Wynn, Bob Barker, Melissa | Not complete | false | My Hospital | MH Unit | <a href="#">View</a>  |
|----|---------------------------------|---|--------------------------------|--------------|-------|-------------|---------|--|



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HELP

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# New Shared Decision Charter

Units

MH Unit

Integ ...

Daily...

Project Name

Improve Discharge Communication

Staff...

Project Description

Shar...

Score on patients feeling well prepared at discharge is low. This team will work

Team

Bill Wynn, Bob Barker, Melissa

Add drop down menu of staff + open field  
"Other Staff"

Status

5-8-23 - Team held first meeting and decided to focus on the written discharge i

[Date]

[Open field]

← Button: + Add new status update  
Complete?

No

Buried out  
status area...

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## Monitoring Results

Teach

New Metrics

Integrated Rou...

Daily Huddles

|             |             |             |
|-------------|-------------|-------------|
| Select Year | Select Area | Select Unit |
|-------------|-------------|-------------|

Staff Meetings

### Teamwork [MH Unit]

[Status Update](#)[View/Print](#)

Empower

Shared Decisi...

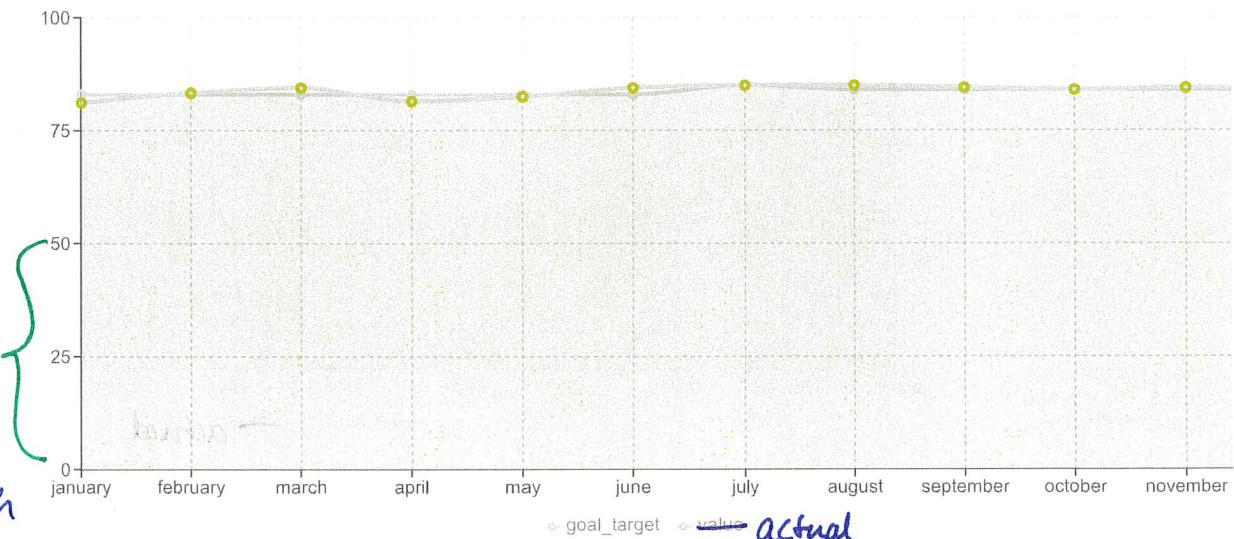
Align

Cascading Goals

Monitoring Re...

Mentor

Goal Year      2017 - Increase teamwork question score by 2.0 points by year end.



### Decrease door-to-balloon time for CHF patients [MH U...

[Status Update](#)[View/Print](#)

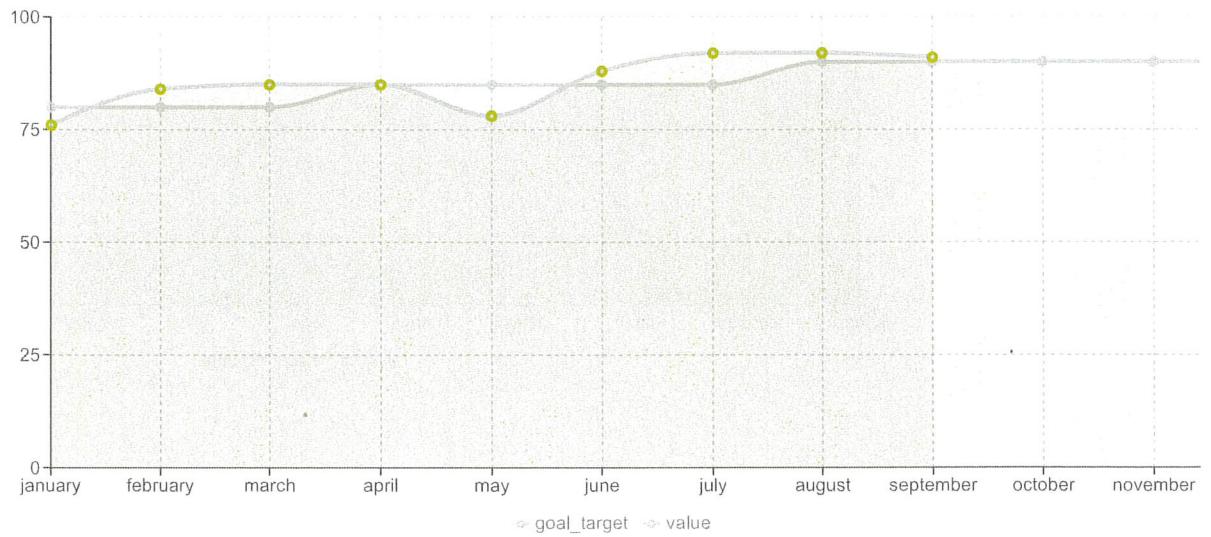
Goal Year

2018 - Decrease average time to below 90 minutes

## Increase leadership rounding [MH Unit]

[Status Update](#)[View/Print](#)Goal  
Year

2018 - Implement leadership rounding to one hour daily (5 days/week) - percentage of days/month when rounding is completed

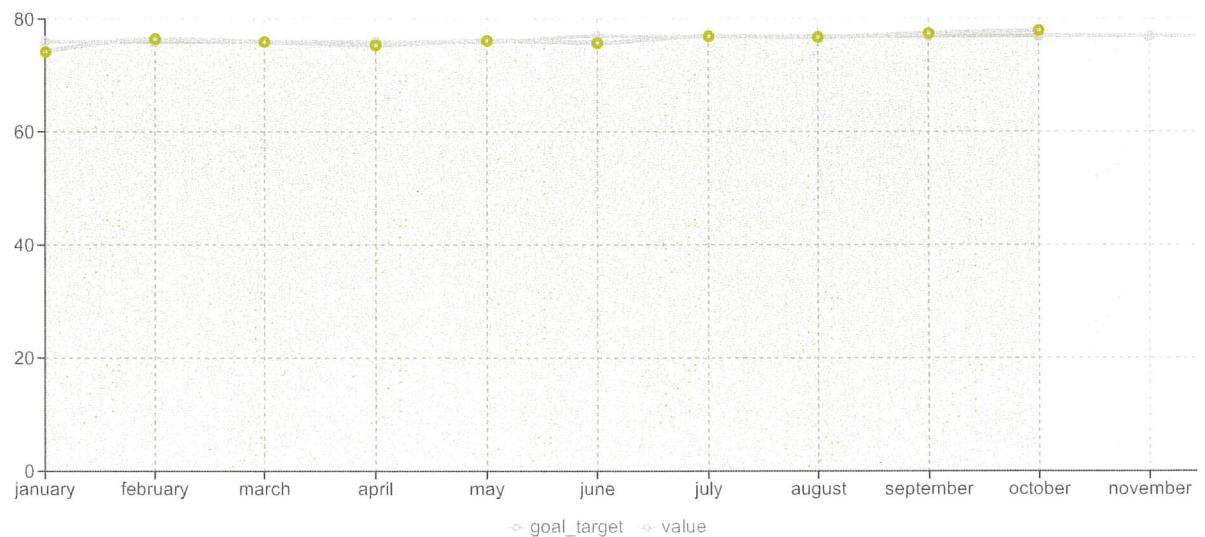


## Worked together as a team (Press Ganey) [MH Unit]

[Status Update](#)[View/Print](#)

Goal Year

2019 - Improve "how well staff worked together as a team" from raw score of 75.5 to 77.0 by year-end.



## Reduce falls [MH Unit]

[Status Update](#)[View/Print](#)

Goal Year

2019 - Reduce incidence of falls from average of 2 per month to 1.5 per month.



HOME

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HELP

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This header  
block is a little  
busy/confusing.

+ Need a View/Print option to print all  
goals on one document.

Nothing happens  
when you click

## View Metric

Teach

Integrated Rou...

Daily Huddles

Staff Meetings

Empower

Shared Decisi...

Align

Cascading Goals

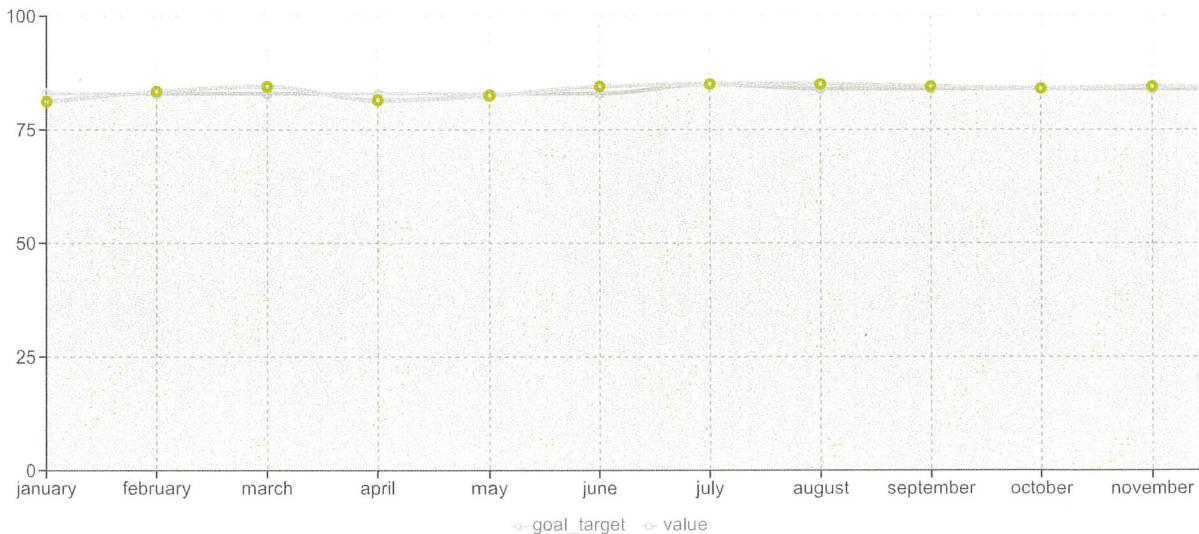
Monitoring Re...

Mentor

← Teamwork Increase teamwork question score by 2.0 points by year end.



|                  |            |                 |   |               |                  |
|------------------|------------|-----------------|---|---------------|------------------|
| Unit             | MH Unit    | Goal Year       | 2017                                      | Area          | Quality          |
| Measurement Type | Increase   | Metric Interval | monthly                                   | Creation Date | 07 December 2017 |
| Effective Time   | 2017-10-10 | Description     | Staff worked together as a team question. |               |                  |



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If the employee "Needs Attention," can we highlight them in some way on this view?

## My Employees

[Add New Employee](#)

Integ...

|  | <a href="#">Id</a> | <a href="#">Name</a> | <a href="#">Hospital</a> | <a href="#">Last Updated</a> | <a href="#">Active</a> | Action |
|--|--------------------|----------------------|--------------------------|------------------------------|------------------------|--------|
|--|--------------------|----------------------|--------------------------|------------------------------|------------------------|--------|

Daily...

Staff...

|  |      |                |             |            |        |                           |
|--|------|----------------|-------------|------------|--------|---------------------------|
|  | 6720 | Linda McDonald | My Hospital | 03/21/2018 | Active | <a href="#">View User</a> |
|--|------|----------------|-------------|------------|--------|---------------------------|

|

Share...

|  |      |                |             |            |        |                           |
|--|------|----------------|-------------|------------|--------|---------------------------|
|  | 6721 | Mark Earnhardt | My Hospital | 03/21/2018 | Active | <a href="#">View User</a> |
|--|------|----------------|-------------|------------|--------|---------------------------|

|

Casc...

|  |      |              |             |            |        |                           |
|--|------|--------------|-------------|------------|--------|---------------------------|
|  | 6722 | George Adams | My Hospital | 03/21/2018 | Active | <a href="#">View User</a> |
|--|------|--------------|-------------|------------|--------|---------------------------|

Moni...

|

Add ...

|  |       |           |             |            |        |                           |
|--|-------|-----------|-------------|------------|--------|---------------------------|
|  | 13157 | Bob Baker | My Hospital | 02/13/2018 | Active | <a href="#">View User</a> |
|--|-------|-----------|-------------|------------|--------|---------------------------|

Review

|  |       |                   |             |            |        |                           |
|--|-------|-------------------|-------------|------------|--------|---------------------------|
|  | 13162 | Jennifer Johnston | My Hospital | 03/21/2018 | Active | <a href="#">View User</a> |
|--|-------|-------------------|-------------|------------|--------|---------------------------|

My E...

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## Add A New Employee

Te...

**\* First Name**

Integrate...

Daily Hud...

**\* Last Name**

Staff Mee...

E...

Shared D...

**Job Title**

Align

Cascadin...

Monitorin...

**\* Email**

M...

Add Feed...

**\* Employee Number**

My Empl...

Needs Attention in X Days

← Can this default to 30 days,  
with the ability to edit as needed?

**\* Units** MH Unit

[HOME](#)[EDIT PROFILE](#)[HELP](#)[LOGOUT](#)

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Can we (down the road) add the ability for a manager to add their own multiple Observation questionnaires?

## Add Observation

Te...

**Name:** Linda McDonald

Integrate

**Email:****Date:** 05/08/2023

Daily Hud...

**Time:** 10:54

Staff Mee...

\* Did the employee enter the patient's room respectfully (knocked and asked to come in, used the patient's preferred name, introduced his/her self by name and role, etc.)

E...

Shared D...

Align

**\* Comments**

Cascadin...

Elaborate

M...

Add Feed...

Review

\* Did the employee encourage questions from the patient, probing for concerns or fears?

My Empl...

**\* Comments**

Elaborate



Employee Development

HOME

EDIT PROFILE

HELP

LOGOUT

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Manager

## Add Development Dialogue

Te...

**Name:** Linda McDonald

Integrate...

**Email:**

**Date:** 05/08/2023

Daily Hud...

**Time:** 10:56

Staff Mee...

\* Area(s) of Strength:

E...

Elaborate

Shared D...

Align

Cascadin...

\* Area(s) for Improvement:

Monitorin...

Elaborate

M...

Add Feed...

Review

\* Why Change is important:

*Career goals /status:*

My Empl...

Elaborate