

Customer Service

Seamless, Consistent and Special

Rounding For Outcomes

Date: _____ Leader's Name: _____

Zone/Units: _____ # of Staff Interactions: _____

Customer Service Topic: _____ Hot Topic: _____

1 – Smile and Greet

- Introduce yourself
- Explain the rounding process
- Small talk

2 – Own

- Assess the environment (busy, steady, calm)
- Inquire
 - Successes (What is working well?)
 - Opportunities (What systems/processes can be working better?)
 - Tools (Do you have the tools you need to do your job?)

3 – Thank

- Thank the employee for their time, comments, and feedback.
- Inquire about recognition opportunities.
 - Employees (Are there any individuals you would like me to compliment?)
 - Physicians (Are there any physicians I need to recognize?)

Notes:

Follow up:

Smile and Greet, Own, and Thank



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Children's Healthcare of Atlanta

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Customer Service Topic: _____ Hot Topic: _____

1 – Building Relationships

- How is your family?
- Did you have a good weekend?
- I heard that your father was ill, is he better?

2 – Harvest Wins

- Are there any individuals you would like me to compliment?
- Are there any physicians I need to recognize?

3 – Identify process Improvement Areas

- What systems can be working better?
- What ideas do you have?

4 – Repair and Monitor Systems

- Do you have the tools you need to do your job?

Notes:

Follow up:

Smile and Greet, Own, and Thank