

Name _____ Department/Unit _____ Date/Week of _____

Top Service Priorities 1. 2. 3.

Tips:

1. *Talk to your staff before and after rounding.*
2. *Knock before entering and ask patient for a few minutes of their time.*
3. *Always look for opportunities to Manage Up staff and other departments.*
4. *Review white board information.*
5. *Dig deeper when needed, ask follow-up questions.*
6. *Capture the wins and recognize staff and physicians immediately when possible.*
7. *Look for opportunities to address issues for immediate service recovery.*
8. *Thank them before leaving.*

Examples of key phrases to use during your visit:

1. Good morning, I'm (name), the nurse manager for this unit. It is our goal at Vanderbilt to make sure you receive "excellent" care.
2. I see (name) is your nurse today. (name) has been with us for (number) years. She is a wonderful nurse, and we love having her on our team.
3. We want to make a special effort to meet your personal and emotional needs. Is there anything in particular you need?
4. Has there been anything about your stay so far that you have been really pleased with?
5. May I ask if there is someone who has provided exceptional care while you have been here?
6. Is there anything else I can do for you before I leave? I have the time.
7. Thank you for choosing Vanderbilt for your care!

Review findings with your next level leader regularly.

