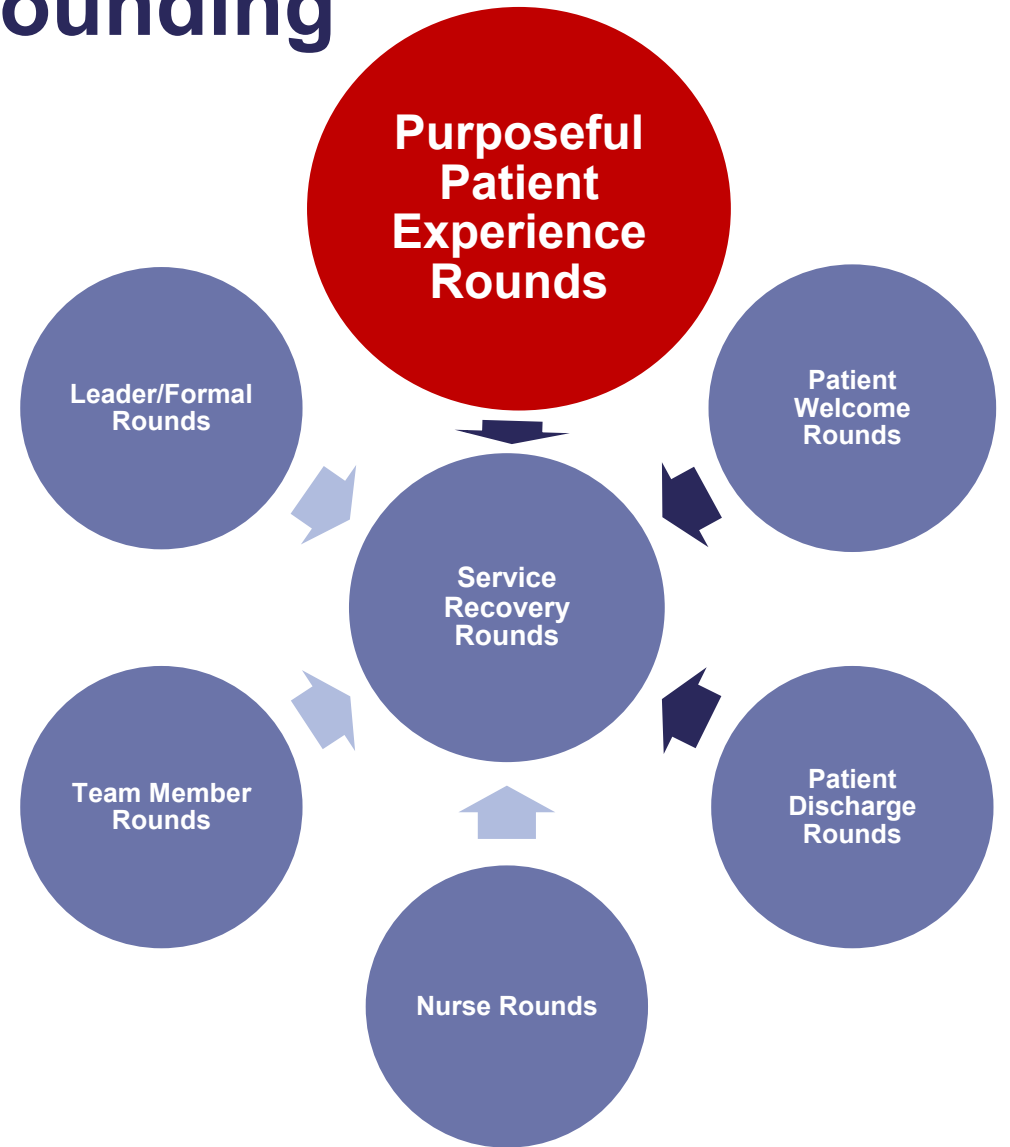


Purposeful Patient Experience Rounding

The act of engaging in **meaningful conversations** about their care and experience to identify root causes of

- ✓ exceeding expectations
- ✓ not meeting expectations

**This is
Priority # 1** 



Build the Compassionate Connection

1. Ensure that patients feel like an individual
2. Set & exceed expectations
3. Keep everyone informed, decreasing fear & anxiety
4. Listen to their **voice**, providing 5 Star Service

G R E A T



Our Communication Platform:

GREAT for Patient Rounding

Greet

Knock on the door, ask if you can enter the patient's room.

Introduce yourself and your department to the patient.

Review

Review with the patient:

- Why you are here?
- What you will be doing?

Execute

Have Purposeful Patient Conversation using Give and Take conversation method

Assist

Document the round.

Repeat what was heard to ensure understanding of patient's comments.

Do you have any questions regarding our services?

Is there anything you need before I leave the room?

Thank

Thank the patient for their time and feedback. If follow up is needed, tell the patient when you will return.

"Thank you for your time and feedback, it has been a pleasure speaking to you!"

Execute using Give and Take Conversation Method

**We need to
GIVE,
not just
TAKE!**

We need to **GIVE** to the patient while **TAKING** their feedback. This builds a **meaningful conversation** that fosters a connection, instead of treating your interaction like a survey.



- Provide information/educate
- Do something for them
- Offer a personal connection
- Act of kindness
- Set the expectation of 5-star service



- Listen
- Ask questions
- Obtain feedback

NOT A SURVEY!

Rounding vs Surveying

Both serve a purpose and are part of the Sodexo experience

Rounding

Engaging in meaningful **conversations** about the overall experience of those we serve with the intent of improving outcomes in real-time by addressing needs proactively.

Rounding allows those we serve to have control of where the conversation leads, which allows us to understand what is truly affecting their experience in a positive or negative manner.

Surveys

A **set list of questions** intended to produce a score or record specific and measurable responses.

Surveys are set questions with the intent of receiving standard responses to the questions we feel are important, rather than what they feel is important.

Rounding is the act that drives outcomes and surveys help us determine our impact.

Conversational Rounding

Why is this Sodexo's Process



- HCAHPS compliance: we **can't survey** before official survey
- Real-time recovery → fix issues before discharge
- Builds trust & human connection
- Captures root cause & better insights
- Aligns teams without blame

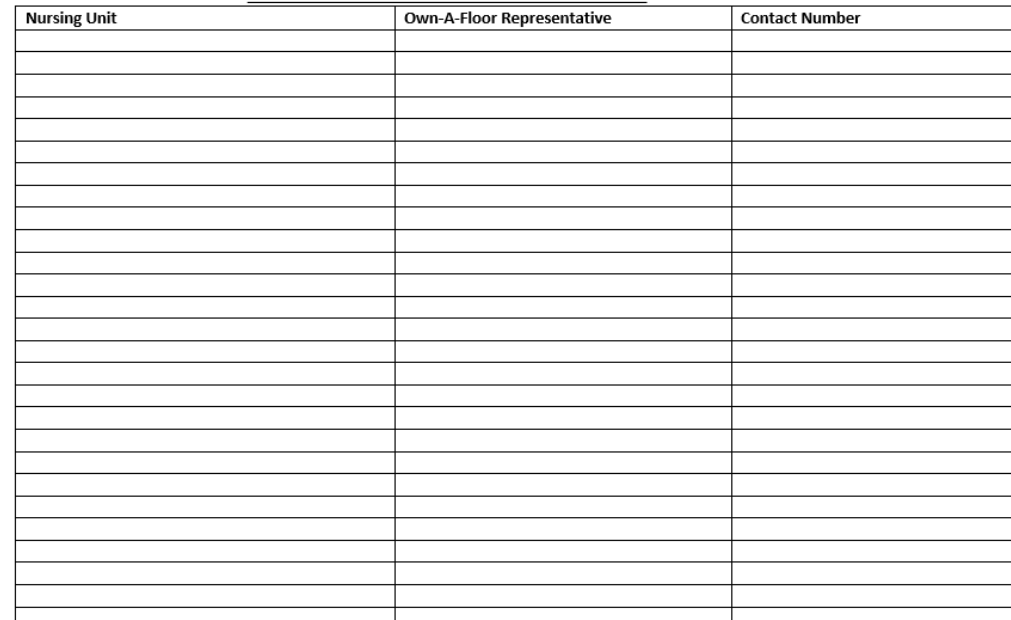
Purposeful Rounding in Action: Stay Consistent

1. Rounding must be a priority
2. Pattern of Management and Accountability
3. Divide and Conquer (Own-a-Floor)

You **begin** by creating an “Own-A-Floor” program.

Own-A-Floor - Unit Assignments (Simplified)

Sodexo Unit Name:



Own A Floor Unit Assignments

Purposeful Rounding in Action: Tips for Success

- ✓ Drill down into opportunities and wins (WHY?)
- ✓ Post feedback and discuss at your Daily "3-Commitment Huddle."
- ✓ Find ways to connect with your patients (CARES)
- ✓ Be calm and pleasant.
- ✓ Always do at least 1 thing for each patient before leaving the room (educate, task, CARES moment, etc.)
- ✓ Don't forget about the Emergency Room Patients!



The key is to approach each round as a conversation and NOT a survey

Purposeful Rounding in Action: Universal Standards



Standard: Patient Rounding

Conduct patient conversations

Listening to the VOICE of our patients. Rounding in Experiencia with a 2 STAR rating + or through Manual Rounding, conducting rounds on **25% of the Average Daily Census (ADC) per week.**

Standard: Nurse Rounding

Conduct nursing conversations

Rounding in Experiencia on our nurses through Nurse Station rounding with 3 STAR rating + or through Manual Rounding, conducting rounds on **85%+ of your units weekly.**

 **Eyes Up,**  **Ears Open**

Check the Experience, Not Just the Box.

**Rounds aren't about your checklist.
They're about having your eyes up and ears
open to catch what others miss.**

How to start the Round...



**[Knock, Knock], Food and Cleaning Services,
May I come in?**

“yes”



**"Hi, I'm [Name], an [title] with Food and Cleaning
Services. It's my job to check in on you about
your experience related to Food and Cleaning
Services. Is now a good time to chat?"**

“Sure”



**“Great! Let's start with Food Service: "Tell me
how you feel about your experience with Food
Services so far."**

Continuing with the Conversational Execution... Food Services



“My favorite meal is the meatloaf (or insert your favorite meal item).”

In addition to our daily specials, we also have “Available Every Day” items you can choose from. Has someone spoken to you yet regarding your meal order?

We have a have a lot of choices! The most popular seems to be the [insert item].

Our team should be knocking and announcing themselves when they enter. They’ll make sure you have the right items on your tray, that everything is set up within reach, and you’re ready to enjoy your meal.



“Have you had a favorite meal so far?”

**1.If no, “I’d be happy to take your order. From this point on, a team member will be in contact with you to order your meals and to deliver and pick up your trays.”
2.If yes, “How was your experience? Were they able to answer any questions you may have had?”**

Have you tried that? Do you have any recommendations for me?

What has your experience been? Is there anything we could do better when we deliver your meals?

Continuing with Conversational Execution... Environmental Services



"Our team is hard at work to serve you! They should always use their name and announce their department before entering."

"We take every measure to make sure your hospital stay is safe and comfortable. Your room is cleaned daily."

"I know privacy is important, if you would like less visits from cleaning services during your stay, just let our team know and they will only visit as needed."



"Has our team been kind and friendly? What has your experience been?"

"Is there anything we could be doing better when we come by to clean?" What has your experience been?"

"Have our team members been making you feel comfortable during their visits?" What's been your experience?"

Responding to Feedback



Positive

- I'm so happy to hear that! Thank you for sharing!
- That's awesome! We have an exceptional team here at _____.
- That means the world to our team!
- I can't wait to share that with our team!
- _____ always does a fantastic job!



Negative

- I'm so sorry. Let me see what I can do to fix this for you.
- Oh no! That's definitely not our standard of care.
- I'll make sure to let the team know so that it doesn't happen again. And I'll follow up with you.
- I'll make sure the manager is made aware.

Responding to Feedback – Become an Investigator

Drill down into every opportunity and every win by asking follow up questions.

Move beyond surface answers:

- “The food was cold.” → “Oh no, I am so sorry to hear that. Can I ask what you had for lunch?”
- “Staff was great.” → “That’s awesome. Can I ask what stood out? Was there someone specific?”
- “It was fine.” → “Is there anything we could have done to make your stay more comfortable?”
- “My room was dirty.” → “I’m so sorry. Can you tell me more? I want to make sure this doesn’t happen again.”

Investigate, Not Interrogate



Investigate Both:

- 🔍 Complaints (prevent repeat issues)
- 🔍 Wins (replicate what works)

Don’t accept the first answer as the final answer.

Investigate until we determine the root cause.

How to END the Round...



Do you mind if I look around and make sure everything has been thoroughly cleaned?

“sure, go ahead”



“Is there anything else I can assist you with while I am here?”

“No”



**“Thank you for your time! Again, my Name is [name] your [title] with Food and Cleaning Services. If there is anything else you need during your stay, please let me know by [enter contact method].
Would you like your door closed for Privacy?”**

Purposeful Rounding in Action: Own-A-Floor Program

Nurse communication and relationship building is key to a successful and collaborative outcome:

- Nursing Stations are the communication hub for each unit.
- Stop at nurse stations daily on rounds for your assigned floor and document the round either through the Experiencia Platform or with the paper rounding tool.
- Build relationships and circle back for follow-up as needed. Document progress as a service recovery round or on your paper rounding tool.
- Ask for feedback as a colleague in patient care, AND as our customer in retail (if we provide retail services).

ALERT in Action

Complaint: A customer approaches you, upset because a team member was rude to them when they were asked a question.

Actively listen – Maintain eye contact, nod, and say, "I understand that this was frustrating for you. Can you tell me exactly what happened?"

Let the customer know you are sorry – "I'm so sorry. Let me see what I can do to fix this for you."

Empathize – "I see why that would be frustrating. You expected great service, and it seems like we didn't do our best."

Respond quickly – "Let me fix this for you. How can I make this right?" (You might offer assistance, a discount, or another solution depending on the situation.)

Tell someone—"A customer had a bad experience with a team member. I helped resolve it, but I wanted to make sure you're aware so we can prevent it from happening again."



Service Recovery Summary

Expectation Not Met

The Standard Response:
I'm So Sorry. Let Me See What I Can Do To Fix This For You!

Follow these steps (**ALERT**):

- **A**ctively listen and pay attention to the customer
- **L**et the customer know you are sorry
- **E**mpathize—think about how the customer is feeling
- **R**espond quickly to fix the problem for the customer
- **T**ell your supervisor or manager about the problem

Inform designated service recovery leader of complaint

Recover Service & Follow Up

- Visit patient to conduct a documented round to focus on entire experience
- Suggest using a “We're Sorry Card” or other appropriate communication cards
- Discuss patient opportunities during daily huddles/pre-service/pre-shift meetings.
- Document

