

Contents

ES & Room Service Purposeful Patient Experience Cooperative Welcome Round...	1
ES Purposeful Patient Experience Round	4
ES & Room Service Purposeful Patient Experience Cooperative Round.....	5
PEDS ES & Room Service Purposeful Patient Experience Cooperative Round (Ages 6+)	7
PEDS ES & Room Service Purposeful Patient Experience Cooperative Round (Ages Birth-5)	10

ES & Room Service Purposeful Patient Experience Cooperative Welcome Round

1. Sanitize hands before entering the room.
2. Knock on the door, request permission to enter the patient's room and **wait** for a response from the patient. Announce: "Housekeeping and Patient Nutrition, may I come in?"
3. **Give:** Make eye contact with a smile: "[Good morning/afternoon/evening], my name is ____ from Housekeeping and Patient Nutrition. I want to welcome you to [Insert Hospital Name] and to see if you're having a very good experience since your arrival and answer any questions you may have. May I ask your name? Are you available to chat?"
4. "First, let's start with Housekeeping."
5. **Introduction Give/Take:** "You should see a member of our team at least once per day to clean and disinfect your room paying close attention to your restroom, surfaces, floors and sinks and to empty your trash. [Insert your standardized departmental practices] Do you have any questions?"
6. Examples of conversation starters: (Only Ask 1 "Take")
 - a. **Take:** "Did you have everything you needed when you arrived?"
 - **If no,** "I'm so sorry, let me see what I can do to fix this for you." (Fix it)
 - **If yes,** "That's great to hear. We take every measure to make sure your hospital stay is safe and comfortable."
 - b. **Take:** "Does the cleanliness of your room exceed your expectations?"

- **If no**, "I'm so sorry, let me see what I can do to fix this for you." (Fix it)
 - **If yes**, "That's great to hear. We take every measure to make sure your hospital stay is safe and comfortable."
7. "Next, let's talk about Patient Nutrition."
8. **Introduction Give/Take**: "We have a Room Service style program; you can call and place your meal order any time between ____ and ____ [Insert Hours of Operation]. Our menu includes a variety of choices including entrees, sides, desserts, and beverages. Have you had a chance to look at your menu yet? [Locate menu or provide menu if not readily available.] Do you have any questions?"
9. Examples of conversation starters: (Only Ask 1 "Give/Take")
- a. **Give/Take**: "Have you tried calling to place your order? I recommend placing up to three meals in advance." [Insert your standardized departmental practices/restrictions & allowances].
- **If no**, "I'd be happy to give them a call now if you're ready to order your next meal. In the future, please feel free to call at your convenience whenever you're ready to eat."
 - **If yes**, "How was your experience? Were they able to answer any questions you may have had?"
- b. **Give/Take**: "I am excited to tell you about our Room Service menu options. [Point to location on the menu]. My favorite menu item is the [Insert Menu Item]. Do you see any of your favorites on the menu?"
10. **Leave Behind**: "It was my pleasure speaking with you today. Are there any other questions I can answer for you first before I go? My name is ____ from Housekeeping and Patient Nutrition. If there is anything else you need, just let me know by calling [Insert number or point to the number on the menu.] Thank you!"
11. Sanitize hands when exiting the patient room.

Add extra touchpoint of service:

- Ask if patient wants door open or closed when leaving.
- Take patient tray out of room if they are all done eating.
- Check trash before leaving and make sure it's not full. (Be sure to let patient know what you are doing before entering patient's bathroom)

ES Purposeful Patient Experience Round

1. Sanitize hands before entering the room.
2. Knock on the door, request permission to enter the patient's room and **wait** for a response from the patient. Announce "Housekeeping, may I come in?"
3. Examples of conversation starters: (don't ask all "Give/Takes")
 - a. **Give/Take:** "Our team works hard to make sure you have a safe and clean environment while you are here. Tell me how you are feeling about the cleanliness of your room."
 - b. **Give/Take:** "Have you been seeing your housekeeper [insert] times per day? [Insert your standardized departmental practice]. Our team is hard at work to serve you! They should always use their name and announce their department before entering. Has our team been kind and friendly? What has your experience been?"
 - c. **Give/Take:** "If you would like privacy or less visits from your Housekeeper during your stay, just let your Housekeeper know."
 - d. **Give/Take:** "We take every measure to make sure your hospital stay is safe and comfortable. Every area of your room and the hospital is cleaned frequently. Are you comfortable in your room, or is there anything you feel has not been cleaned properly?"
4. **Inspect:** "Do you mind if I look around and make sure everything has been thoroughly cleaned?"
5. **Leave Behind:** "Is there anything else I can assist you with while I am here?"
6. "My name is ____ from Housekeeping, and if there is anything else you need, just let me know by calling. Thank you and have a nice day!" [For contact information – make sure the name and phone number/extension are written on the whiteboard for the patient see or provide your extension to the patient].
7. Sanitize hands when exiting the patient room.

Add extra touchpoint of service:

- Ask if patient wants door open or closed when leaving.
- Take patient tray out of room if they are all done eating.
- Check trash before leaving and make sure it's not full. (Be sure to let patient know what you are doing before entering patient's bathroom)

ES & Room Service Purposeful Patient Experience Cooperative Round

1. Sanitize hands before entering the room.
2. Knock on the door, request permission to enter the patient's room and **wait** for a response from the patient. Announce "Patient Nutrition and Housekeeping, may I come in?"
3. **Give:** Make eye contact with a smile: "[Good morning/afternoon/evening], my name is ____ from Patient Nutrition & Housekeeping. I was coming by to see how everything has been going for you. May I ask your name?"

We have a great team here at [Insert Hospital] and I just want to make sure you are having a great experience here. Is now a good time to chat?"

4. "First, let's talk about Patient Nutrition":
5. Examples of conversation starters: (don't ask all "Give/Takes")

a. **Give/Take:** "What has been your experience?"

- If response is "fine"/generic, reply with: "Have you ordered a meal yet? We have a Room Service style program here, meaning you can call and place an order any time between ____ and ____ [Insert Hours of Operation]. Have you had a chance to call yet or has someone been reaching out to get your meal order?" [Insert your standardized departmental process].

b. **Give/Take:** "Have you had a chance to look at the menu? We have a variety of options on our menu to include breakfast, lunch and dinner items along with sides, desserts and beverages, so you have a lot of choices! Do you see any of your favorites?"

c. **Give/Take:** "Have you had a chance to eat yet? What was your last meal and what did you have? That's an excellent choice! What did you think?"

- "Has your hot food been hot and just the way you like it? For example- I only like to drink my coffee when it's very hot!"

d. **Give/Take:** "My favorite meal is the [insert item]. Have you had a favorite meal so far?"

e. **Give/Take:** "I know we are working hard delivering and picking up trays today. Our team is amazing! They should always use their name, announce their department before coming in, offer to help with getting you situated when you eat...etc. Has our team been kind and friendly? Tell me how you're feeling about your experience."

f. **Give/Take:** "I see that your Physician has prescribed a [Insert Diet] for you. Do you have any questions regarding your diet or the meal ordering process?" * If they need

help with diet guidelines, get a dietitian involved. "I would be happy to ask the dietitian to follow-up" * If they need help because they don't agree with diet. "I will let your nurse know that you have some questions regarding the physician prescribed diet."

6. "Next, let's talk about Housekeeping":

7. Examples of conversation starters: (don't ask all "Give/Takes")

a. **Give/Take:** "Our team works hard to make sure you have a safe and clean environment while you are here. Tell me about your experience with the cleanliness of your room."

b. **Give/Take:** "Have you been seeing your housekeeper [insert] times per day? [Insert your standardized departmental practice]. Our team is hard at work to serve you! They should always use their name and announce their department before entering. Has our team been kind and friendly? Tell me how you're feeling about your experience."

c. **Give/Take:** "If you would like privacy or less visits from your Housekeeper during your stay, just let your Housekeeper know and they will only visit once per day."

d. **Give/Take:** "We take every measure to make sure your hospital stay is safe and comfortable. Every area of your room and the hospital is cleaned frequently. Are you comfortable in your room, or is there anything you feel has not been cleaned properly?"

8. **Inspect:** "Do you mind if I look around and make sure everything has been thoroughly cleaned?"

9. **Leave Behind:** "Is there anything else I can assist you with while I am here?"

10. "My name is ____ from Patient Nutrition and Housekeeping, and if there is anything else you need, just let me know by calling. Thank you!" [For contact information – make sure the name and phone number/extension are written on the whiteboard for the patient see or provide your extension to the patient].

11. Sanitize hands when exiting the patient room.

Add extra touchpoint of service:

- Ask if patient wants door open or closed when leaving.
- Take patient tray out of room if they are all done eating.
- Check trash before leaving and make sure it's not full. (Be sure to let patient know what you are doing before entering patient's bathroom)

PEDS ES & Room Service Purposeful Patient Experience Cooperative Round (Ages 6+)

1. Sanitize hands before entering the room.
2. Knock on the door, request permission to enter the patient's room and **wait** for a response from the patient or family member/guest. Announce: "Patient Nutrition and Housekeeping, may I come in?"
3. **Give:** Make eye contact with patient and/or family member/guest with a smile.
"[Good morning/afternoon/evening], my name is ____ from Patient Nutrition and Housekeeping. I was coming by to visit and see how everything is going. May I ask your name?"

"We have a talented team here at [Insert Hospital] and I just want to make sure everything is going well. Is now a good time to chat?"

4. "Let's start with Housekeeping:"

Examples of conversation starters: (don't ask all "Give/Takes")

- a. ****Give/Take:**** "Our team works hard to make sure you have a safe and clean environment while you are here. Tell me about your experience with the cleanliness of your room."
 - b. ****Give/Take:**** "You should see a member of our team at least once per day to clean and disinfect your room paying close attention to your restroom, surfaces, floors and sinks and to empty your trash. [Adjust to meet hospital policy/procedure]. Has someone been coming by to clean and straighten up your room? They should always use their name and announce their department before entering. Has our team been kind and friendly?"
 - c. **Give: Addressing patient and/or family member/guests:** "If you would like privacy or less visits from your Housekeeper during your stay, just let your Housekeeper know."
 - d. **Give/Take:** "We take every measure to make sure your hospital stay is safe and comfortable. Every area of your room and the hospital is cleaned frequently. Are you comfortable in your room, or is there anything you feel has not been cleaned properly?"
5. **Inspect:** "Do you mind if I look around and make sure everything has been thoroughly cleaned?"
 6. "Next, let's talk about Patient Nutrition:"

Examples of conversation starters: (don't ask all "Give/Takes")

a. ****Give/Take:**** "Have you had a chance to look at the menu? We have a lot of choices! (Show patient/guests menu). Do you see any of your favorites? Are we missing any of your favorites?"

b. ****Give/Take:**** "Have you had a chance to eat yet? What did you have?" [wait for response] "That's an excellent choice! Did you like it?"

* "Has the temperature of your food been just the way you like it?"

c. **Give/Take:** "Have you been able to order guest meals?" * **Yes:** "Great! It's a great way to enjoy your meal together. How was your experience?" * **No:** "I'd be happy to explain the process." [Insert hospital policy.]

d. **Give/Take:** "I know I need barbeque sauce for my chicken tenders. Do we have the dipping sauces you like to use?"

e. **Give/Take: Address patient and family member/guest:** "We have two ways to order your meals by phone ____ [insert phone number] between ____ and ____ [insert times] or by app on a smart device. Have you used the meal ordering app?" (if applicable) * **Yes:** "Was it easy to use? What was your experience with the activation process?" * **No:** [Insert app procedure/steps or point to the menu if includes instructions.]

f. **Give/Take:** "We have an amazing Patient Nutrition team here. Have they been nice to you and offer to help with anything you need while delivering and picking up trays?"

g. **Give/Take: Address patient and family member/guest:** "I see that your doctor ordered a [Insert Diet]. Do you have any questions regarding your diet?" * If they need help with diet guidelines, get a dietitian involved. "I would be happy to ask the dietitian to follow-up." * If they need help because they don't agree with diet. "I will let your nurse know that you have some questions regarding the physician prescribed diet."

7. **Leave Behind:** "My name is ____ and if there is anything else you need, just let me know by calling (or point at the whiteboard). Thank you and it has been a pleasure speaking with you!" [For contact information - make sure the name and phone number/extension are written on the whiteboard for the patient see or provide your extension to the patient.]

8. Sanitize hands when exiting the patient room.

Add extra touchpoint of service:

- Ask if patient wants door open or closed when leaving.
- Take patient tray out of room if they are all done eating.

- Check trash before leaving and make sure it's not full. (Be sure to let patient know what you are doing before entering patient's bathroom.)

PEDS ES & Room Service Purposeful Patient Experience Cooperative Round (Ages Birth-5)

1. Sanitize hands before entering the room.
2. Knock on the door, request permission to enter the patient's room and **wait** for a response from the patient or family member/guest. Announce: "Patient Nutrition and Housekeeping, may I come in?"
3. **Give:** Make eye contact with patient and/or family member/guest with a smile.
"[Good morning/afternoon/evening], my name is ____ from Patient Nutrition and Housekeeping. I was coming by to visit and see how everything is going. May I ask your name?"

"We have a talented team here at [Insert Hospital] and I just want to make sure everything is going well. Is now a good time to chat?"

4. "Let's start with Housekeeping:"

Examples of conversation starters: (don't ask all "Give/Takes")

- a. ****Give/Take:**** "Our team works hard to make sure you have a safe and clean environment while you are here. Tell me about your experience with the cleanliness of your room."
 - b. ****Give/Take:**** "You should see a member of our team at least once per day to clean and disinfect your room paying close attention to your restroom, surfaces, floors and sinks and to empty your trash. [Adjust to meet hospital policy/procedure]. Has someone been coming by to clean and straighten up your room? They should always use their name and announce their department before entering. Has our team been kind and friendly?"
 - c. **Give: Address family member (and patient if appropriate):** "If you would like privacy or less visits from your Housekeeper during your stay, just let your Housekeeper know."
 - d. **Give/Take:** "We take every measure to make sure your hospital stay is safe and comfortable. Every area of your room and the hospital is cleaned frequently. Are you comfortable in your room, or is there anything you feel has not been cleaned properly?"
5. **Inspect:** "Do you mind if I look around and make sure everything has been thoroughly cleaned?"
 6. "Next, let's talk about Patient Nutrition:"

Examples of conversation starters: (don't ask all "Give/Takes")

a. ****Give/Take:**** "Have you had a chance to look at the menu? We have a lot of choices! (Show family member/guest menu (include patient if appropriate)). Do you see any of their favorites? Are we missing any of their favorites?"

b. ****Give/Take:**** "Have they had a chance to eat yet? What did they have?" [wait for response] "That's an excellent choice! Did you like it?"

* "Has the temperature of your food been just the way you like it?"

c. **Give/Take:** "Have you been able to order guest meals?" * **Yes:** "Great! It's a great way to enjoy your meal together. How was your experience?" * **No:** "I'd be happy to explain the process." [Insert hospital policy.]

d. **Give/Take:** "I know we adjust certain foods to make sure it's easy and safe for your child to eat. Have you found this helpful? For example: our grapes and chicken tenders are pre-cut for you [Insert hospital specific modified foods.]" * **Yes:** "Great!" * **No:** [Insert hospital policy.]

e. **Give/Take: Address patient and family member/guest:** "We have two ways to order their meals by phone ____ [insert phone number] between ____ and ____ [insert times] or by app on a smart device. Have you used the meal ordering app?" (if applicable) * **Yes:** "Was it easy to use? What was your experience with the activation process?" * **No:** [Insert app procedure/steps or point to the menu if includes instructions.]

f. **Give/Take: Address patient and family member/guest:** "I see that their doctor ordered a [Insert Diet]. Do you have any questions regarding their diet?" * If they need help with diet guidelines, get a dietitian involved. "I would be happy to ask the dietitian to follow-up." * If they need help because they don't agree with diet. "I will let your nurse know that you have some questions regarding the physician prescribed diet."

7. **Take:** "Now have both our Housekeeping and Patient Nutrition team been nice to you? Do they do things like use their name, offer to help you with setting up your tray, etc."

8. **Leave Behind:** "My name is ____ and if there is anything else you need, just let me know by calling (or point at the whiteboard). Thank you and it has been a pleasure speaking with you!" [For contact information - make sure the name and phone number/extension are written on the whiteboard for the patient see or provide your extension to the patient.]

9. Sanitize hands when exiting the patient room.

Add extra touchpoint of service:

- Ask if patient wants door open or closed when leaving.

- Take patient tray out of room if they are all done eating.
- Check trash before leaving and make sure it's not full. (Be sure to let patient know what you are doing before entering patient's bathroom.)