

| TYPE OF ROUNDING                     | PURPOSE OF ROUNDING  | BENEFITS OF ROUNDING  |
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| <b>Leaders Rounding on Employees</b> | Identify opportunities for improvement and work on mutual solutions<br>Recognize staff | <ul style="list-style-type: none"> <li>• Improved Employee Satisfaction from 10th to 75th percentile</li> <li>• Reduce Voluntary and Non Voluntary Turnover from 11.2% to 6.1%</li> <li>• Improve Retention from 82.5% to 87.2%</li> <li>• Decrease Vacancy Rate from 7% to 2%</li> </ul> |

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| <b>Interdepartmental Rounding</b> | Accountability<br>Trust<br>Process<br>Improvement | <ul style="list-style-type: none"> <li>• Increased customer and employee loyalty—improved employee and patient satisfaction</li> <li>• Decreased voluntary turnover due to building trust with staff and management</li> <li>• Improved interdepartmental relationships</li> <li>• Improved customer experiences</li> <li>• Ensured quality and safety</li> </ul> |
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| <b>Senior Leader Rounding</b> | Validate staff performance of using Words that Work/RELATE, and delivering service consistently | <ul style="list-style-type: none"> <li>• Increased customer and employee loyalty—improved employee and patient satisfaction</li> <li>• Decreased voluntary turnover due to building trust with staff and management</li> <li>• Improved interdepartmental relationships</li> <li>• Improved customer experiences</li> <li>• Ensured quality and safety</li> </ul> |
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