

Ambassador Rounding for Quick Tips

AIDET:

A – Acknowledge the patient: “Excuse me, Mrs. Smith, I was wondering if now is a good time to speak with you?”

I – Introduce yourself: “My name is Shelly. I am a charge nurse and have been a nurse for 11 years. I have worked here for the last year and a half and just love it here. I see that you have Tom as a nurse. He is one of our very best, you are in *Excellent* hands.”

D – Duration: “I am rounding on patients. This will only take a few minutes, is that okay?”

E – Explain what you are doing and why: “You may have heard us say we’re going to be rounding on our patients. Rounding approximately every hour is one way for us to ensure you are receiving *Excellent care*. Another way is for leaders like myself to round and ask you about your experience.”

Key Drivers/Priority Index –

1. “You may also have noticed that we are asking you to tell us your name and date of birth every time we do a procedure or give you medication. **This is for your SAFETY. Would you say we’re doing an Excellent job with that?**”
2. “**Have you had to use your call light in the last 24 hours?**” If no, you can explore if they feel we are doing an Excellent job at checking on them and meeting their needs. If yes, “Oh, can you share with me what you needed, maybe I can assist with that.”
3. “**We are working hard to ensure that you feel that staff are keeping you well informed during your stay.** Would you say we are doing an Excellent job at that?” If no, then help the patient with their understanding with why they are here and get it on the whiteboard. Include possible questions they may have. If yes, make sure it is written on the whiteboard.

T – Thank the patient: “Thank you very much for your time, it was wonderful speaking with you today.”

Key Points:

- Check in with the patient's primary nurse/PSA and/or Charge RN to see if there is anything that you should be aware of and what you can address before hand.
- Perform a quick scan of the room... look at the white board – is it filled out? Is the room cleared and necessary items close to the patient? This is their space – not ours.
- Don't forget to “manage up” your staff. Identify staff needing recognition “Is there anyone who you would like to recognize for doing an Excellent job? I love to share this information with my staff!”
- Finally, follow up with staff as necessary – **Coaching, accountability, and recognition is vital to our success!**