

A stoplight report like the one below captures all requests during rounding and codes them green, yellow, or red. That way, everyone knows where their items stand.

Green means, “You asked. We listened. It’s done. We accomplished it.” Yellow means, “We’re working on it, but it might take a little time.” Items coded yellow (e.g., hire two technicians) should be completed within 90 days. Red means, “I’d love to have it too, but it’s not going to happen right away.” If the request is not going to happen, do not put it in red. Rather, have a crucial conversation with staff about why it can’t happen.

Good leaders also share the stoplight report with their leaders to escalate issues that need attention to improve systems and processes.

Wins From Rounding **Month** _____

ACCOMPLISHED		PENDING		FUTURE	
ITEM/PROCESS	DATE	ITEM/PROCESS	DATE	ITEM/PROCESS	DATE
Purchased two new thermometers	10/16	Hire two staff positions	By 11/15 in interview process now	New parking structure	Next year