

The goal of internal customer rounding is to drive collaboration and results within the department through hardwired meetings between ancillary and support leaders and the emergency department leader.

The model looks a bit different from rounding within the department, where the emergency department leader rounds on direct reports in his areas. In this case, the emergency department leader is an internal customer of ancillary and support departments, but it's still a shared ownership.

After rounding, the ancillary or support leader completes the rounding log and sends a note to the emergency department leader for follow-up to confirm what was decided and when they will next meet. A sample internal customer rounding log is included below.

Name: Trevor Roberts **Department/Unit:** EVS

Dept/Person Rounded on: ED-Stacy Stephens **Date/Week of:** October 16th

Key Words or Questions to Focus on: AIDET; Privacy

Tip: Initially explain the commitment to excellent customer service!

Steps	Comments	
1. What's working well?	Implementing the floor care schedule is going well. EVS supervisors are working closely with the ED charge nurses to identify rooms and common areas they can get into to provide full floor cleaning/waxing.	
2. Is there anyone I should recognize for doing great work?	Who Maria	What/Why Doing an excellent job using AIDET and key words around privacy. She is consistently writing her name on the white board.
3. What one or two things could we do better?	Emptying trash cans more often in patient rooms to improve perception of cleanliness. Agreements- Stacy will discuss with her staff and ask them to check/empty trash cans after each patient is discharged. Trevor will ask ED housekeepers to empty trash in each patient room every two hours or more frequently when identified by ED staff. Start date- October 23rd.	
4. Progress update from previous rounding	Continue to follow floor care schedule. Goal is to complete all rooms in next 30 days.	
5. Issues to be addressed for follow up/Next time to meet	Follow up on trash collection. Meet again in two weeks.	

Review findings with your next level leader regularly.

