**ACC Nurses: Rounding Competency Assessment**

<table>
<thead>
<tr>
<th>Name:</th>
<th>Job Title:</th>
<th>Service Line:</th>
</tr>
</thead>
</table>

**Instructions:**
Use a check mark in the appropriate box to indicate if the behavior was performed. Record any comments or suggestions from your observations. The evaluator’s signature validates the completion of each skill.

**Assessment Key:**
1. All behaviors followed precisely
2. Some behaviors followed
3. None of the behaviors followed

---

**PERFORMANCE CRITERIA**

<table>
<thead>
<tr>
<th>Place an X in the appropriate box</th>
<th>Self-Assessment</th>
<th>Observers’ Assessment</th>
<th>Observer’s Comments from Observations</th>
<th>Improvement Method: (“Adherence to Standards” “Reminder/Online Training” “Classroom Training”)</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Acknowledges patient with a verbal greeting and a smile, or through eye contact and a smile</td>
<td>1</td>
<td>2</td>
<td>3</td>
<td></td>
</tr>
<tr>
<td>• Introduce yourself by name and role</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Use of WECARE framework (see above)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Always use “please” when making requests and respond with “thank you” when you have concluded</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Knock on door prior to entering and ask permission</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Wash your hands/use foam</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• When closing doors/curtains for privacy, state “I’m closing this door/curtain for your privacy”</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Sit next to patient and face him/her when conversing with patient as it is safe and appropriate to do so.</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Demonstrates empathy/concern</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Updates family members during/after procedures</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Uses active listening skills</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• Escorts patients when they are lost while beside them (avoid standing in front of them when possible)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>• For service recovery, used SALUTE framework (see above)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

---

**WECARE – Communication during interactions with patients and staff**
- **Welcome** the Veteran & family warmly and use eye contact.
- **Explain** who you are, your role and what they can expect.
- **Connect** with the Veteran by having a pleasant interaction and learning a bit about who they are.
- **Actively listen** to the Veteran’s needs and preferences. Be open to what they are saying without interruption. Take their needs into account.
- **Respond** to their needs and tell them what you are planning to do. Describe your actions and follow up to ensure understanding.
- **Express** gratitude and thank them for choosing VA, or compliment them on something they did well.

**SALUTE – Service recovery: closing the gap between what was expected and what occurred**
- **Say Hello**, make eye contact and introduce yourself and your role.
- **Apologize** and show empathy for their concern.
- **Listen to the concern(s)** being raised without interruption. Be open to what they are saying.
- **Understand** what the Veteran or beneficiary needs by asking questions.
- **Take action** to resolve the issue and tell the Veteran what you are planning to do. After you take action, follow up with the Veteran.
- **Express gratitude** for letting you know about the situation. Restate your apology and ask them if there is anything else you can do to put them at ease.

---

**Instructions:**

- Acknowledge patient with a verbal greeting and a smile, or through eye contact and a smile.
- Introduce yourself by name and role.
- Use of WECARE framework (see above).
- Always use “please” when making requests and respond with “thank you” when you have concluded.
- Knock on door prior to entering and ask permission.
- Wash your hands/use foam.
- When closing doors/curtains for privacy, state “I’m closing this door/curtain for your privacy.”
- Sit next to patient and face him/her when conversing with patient as it is safe and appropriate to do so.
- Demonstrates empathy/concern.
- Updates family members during/after procedures.
- Uses active listening skills.
- Escorts patients when they are lost while beside them (avoid standing in front of them when possible).
- For service recovery, used SALUTE framework (see above).

---

**Staff Signature:**

**Date:**

**Observer’s Signature:**

**Date:**