

STAFF CONVERSATIONS AFTER NURSE LEADER ROUNDS: QUICK TIPS FOR STAFF FOLLOW-UP TO INCREASE ENGAGEMENT

AFTER NURSE LEADER ROUNDS WHEN IMMEDIATE STAFF MEMBER FOLLOW-UP IS NEEDED,

- REMEMBER TO:**
- Ask yourself first: what do I truly want out of this interaction?
 - Approach with curiosity and questions versus statements.
 - Ensure appropriateness of location and timing of discussion.

- SHARE:**
- What patient said was done well or what you observed that was excellent

- ASK:**
- Open-ended question re: need identified during rounds
 - Ideas of staff member re: next steps

- TEST & TELL:**
- Talk tentatively and suggest next steps to the staff member with S.M.A.R.T. framing

- NEXT STEPS:**
- How can you “track” this interaction?
 - How can you ensure the staff member carries out discussed plan?

