**I. Rounding for Outcomes:**

 Personal Connection/Relationship Building

 What’s working well

 Staff and/or physicians for recognition (who/what/why)

 Systems or processes that need attention

 Tools and equipment to do your job/care for patients

**II. Review of Performance by Pillar** (via the LEM Report Card and 90-Day Plan)

 Recognition of what’s going well

 Verification of evidence-based practices across the pillars (see below and EBL Validation Resources document)

 Resolution of barriers to achieving results

|  |  |  |
| --- | --- | --- |
| **Pillar**  | **Agenda** FYI – for your information FD – for discussion FA – for action or decision  | **Action Items** **Person Responsible** **Due Date** |
| **Service**  |  Customer Satisfaction: Goals/results  Review key drivers; review questions on survey  Review tactics to improve (90 day plan)  |  |
| **People**  |  Employee Survey Results – action items  Turnover/Retention goals – results/progress  Rounding on staff – outcomes, wins, trends  Thank you notes  New hire 30/90 day conversations  Employee Evaluations  Review tactics to improve employee satisfaction  Review turnover; review exit interview forms |  |
| **Finance**  |  Finance Goals/results/progress  |  |
| **Quality**  |  Quality Goals/results/progress  |  |
| **Growth**  |  **Growth Goals/results/progress**  |  |
| **Community**  |  **Community Goals/results/progress**  |  |

**III. Review of LDI Linkage Grid** (status of completing action items)

**IV. Professional Development**

 What the leader does well

 An area/skill for development

**V. Confirmation of priorities**