**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**