

# SERVICE PERFORMANCE OUTCOMES REPORT

***Print out this document at the end of each month, fill in your answers & return to designated staff member.***

NAME:

TITLE:

DATE:

DEPARTMENT / UNIT:

THIS SUMMARY IS FOR

(MONTH/YR)

**The HEART of an Effective Manager** is a series of five best practices used by managers and supervisors to reconnect with purpose and passion for leading others and creating service culture excellence. We hope you will find this tool helpful in sharing how these best practices have improved service performance outcomes in your own department or unit. The following key areas are our focus:

Huddle meetings  
Expectations  
Accountability  
Rounding  
Thank-yous

## Huddle Meetings

**Best Practice:** Managers will hold Huddle Meetings each week to reconnect with their staff.

1. Over the last 30 days, I have held huddle meetings in my department or unit:

once a week  
once a month  
not at all  
more frequently than once a week

2. When I have held huddle meetings, I have scheduled them once a week for all shifts:

Yes                  No

3. If no, how many times over the last 30 days have you held huddle meetings for:

Day Shift:

Evening Shift:

Night Shift:

4. During huddle meetings, which of the following areas have you covered?  
(*check only those that apply*)

service standards and behavioral expectations

goals for patient satisfaction

current patient satisfaction scores/results

questions you have scored high/low in departmental patient satisfaction

recognition of staff members who have been mentioned by patients/family members for exceptional service

a particular rounding observation

other

## **Expectations**

**Best Practice:** Managers will utilize an Employee Performance Agreement or Plan to help document expected service standards and performance behaviors.

5. During huddle meetings over the last thirty days, what service standards or behavioral expectations have you been focusing on with your staff?

6. Do you utilize Employee Performance Agreements or Plans in your own department to help remind staff members of performance expectations?

Yes

No

7. If no, what best practice could you share with other managers as to how you hold staff members accountable for service standards and performance behaviors in your department or unit?

## Accountability

**Best Practice:** Managers will link an Employee's Performance Agreement or Plan to their annual performance review to help encourage staff commitment and accountable.

8. Over the last thirty days, I have consistently role modeled the behavioral expectations I have set for my staff.

Yes                  No

9. What specific service standards or behavioral expectations have you been teaching and/or role modeling for staff during the last thirty days?

10. Over the last thirty days, I have counseled or coached specific staff members on customer service related issues.

Yes                  No

11. Over the last thirty days, I have had to terminate a staff member for service related issues.

Yes                  No

12. My department or unit's most recent patient satisfaction score is

13. In reviewing my patient satisfaction results and feedback, the following areas are currently my department's greatest strengths:

14. In reviewing my patient satisfaction results and feedback, the following areas are currently my department's greatest opportunities for improvement:

15. Have you included departmental strengths and opportunities for improvement in huddle meeting discussions with staff?

Yes

No

16. If yes, what was their feedback?

## **Rounding**

**Best Practice:** Managers will routinely round on patients, families, and staff in their department or unit each week.

16. Over the last thirty days, I have rounded on patients and families in my department or unit \_\_\_\_\_ times.

17. If you rounded this month, share some things you observed or looked for while rounding on patient and family members in your department or unit.

18. Has the information you gathered while rounding on patients been helpful and how have you been able to utilize the feedback?

20. Over the last thirty days, I have rounded on staff in my department or unit \_\_\_\_\_ times.

21. If you rounded this month, share some things you observed or looked for while rounding on staff members in your department or unit.

22. Has the information you gathered while rounding on staff been helpful and how have you been able to utilize the feedback?

## Thank You Recognition

**Best Practice:** Managers will routinely write personal thank you notes to deserving staff in their department or unit to recognize them for great service.

23. Over the last thirty days, I have written \_\_\_\_\_ thank you notes to staff members in my department.
24. Over the last thirty days, I have written \_\_\_\_\_ thank you notes to staff members in other departments.
25. Over the last thirty days, I have sent an email note of appreciation or have acknowledged a staff member in public for exceptional performance behaviors.

Yes                  No

If yes, how many times?

Give a quick example of a staff member you recognized and what you recognized them for. *(Please include the staff member's name):*

25. Over the last thirty days, during your huddle meetings or department meetings, have you asked staff members to share examples of where they have gone above and beyond for patients or family members?

Yes                  No

26. Over the last thirty days, during your huddle meetings or department meetings, have you recognized any particular staff members for their individual performance in exceeding expectations of a patient or family member?

Yes                  No

27. Over the last thirty days, during your huddle meetings or department meetings, have you celebrated departmental success for meeting or exceeding patient satisfaction goals, outstanding performance, etc.?

Yes

No

Comments you would like to share for any of the above categories:

Thank you for utilizing “The **HEART** of an Effective Manager”. Our goal is to create a work environment that encourages true purpose and passion. We hope this tool has been instrumental in sharing proven best practices that will help improve service performance outcomes in your own department and across the organization.

***We know the demands on your time and energy are tremendous and appreciate your commitment to service and operational excellence!***



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