

## Team DO IT Plan

- ☐ 1. Become familiar with the HCAHPS questions on Responsiveness of Staff
- ☐ 2. Become knowledgeable about your unit and hospital's current Top Box scores and %ile rank scores
- ☐ 3. Familiarize yourself with your unit's system to continually update scores (at least quarterly)
- ☐ 4. Request an opportunity to participate in setting continuously improving goals, along with your peers, on a quarterly and annual basis
- ☐ 5. Conduct a System Process Audit
- ☐ 6. Integrate your Call Light technology with your phone system
- ☐ 7. Establish Patient Expectations during bedside report at first hourly round
  - LEVEL A            Urgent Call
  - LEVEL B            Normal Call
  - LEVEL C            Less Pressing Request
- ☐ 8. Share Nursing Skills, Tips, Best Practices and Insights
- ☐ 9. Utilize the 8-step process for how to get rounding to work
- ☐ 10. Determine which tool(s) will work best for your team and hardwire them into your unit/ organization's DNA:
  - Service Recovery
  - The Six-Foot Rule
  - No Pass Zone
  - The Platinum "Live It" Rule
  - Managing up
  - License to Silence
  - Freedom to Clean
- ☐ 11. Make use of one or more of these sentence starters to ensure you are communicating with empathy
- ☐ 12. Adapt the wording to fit you and your conversational style
- ☐ 13. The key to effectiveness is sincerity