OVERVIEW
An essential part of the patient experience is the experience of friends and family. Patient- and family-centered rounding opens a formal channel for communication between the family and the care team and allows the family to be an integral part of the patient’s care. Rounding gives the family an opportunity to share unique feedback, ask questions and allows them to feel more in control of the care of their loved one.

SAMPLE LEADER ROUND ON PATIENT’S FAMILY
Hi, my name is _____ and I am the _____ here at _______. I am out doing my regular rounds throughout the hospital and would very much appreciate your feedback and help so that we can deliver excellent care and services to the family members and guests of our patients. Do you have a moment to talk?

1. (Build up our staff) I see that nurse _____ is taking care of ___________. They are one of our very best ________.  
2. During your time with us, have you found all of our staff members and volunteers friendly and helpful to you?  
3. Our goal is to have very satisfied patients and families, are we accomplishing this goal?  
4. What are we not currently doing that would make your stay exceptional?  
5. We would like to let our staff know how they are doing. May I ask if there is someone (an employee or physician) who provided exceptional care while you have been here or has really gone above and beyond to help you?  
6. Thank you for talking with me. Is there anything I can do for you or your family before I leave? I want to make sure that our guests are as comfortable as possible.