

WALK ROUNDS Script

I. Opening statement (pick one)

- ▶ “As a group, we want to open communication and create a blame-free environment to make everything safer for you and your residents.”
- ▶ “We wish to focus on the system and not individuals (no names are necessary).”
- ▶ “We would like the discussion to be confidential — purely for patient safety and improvement.
- ▶ The questions we want to ask are very general, to help us think of areas where the questions might apply
- ▶ Topics might include miscommunication between individuals (including arguments), do you have the resources to do your work, distractions, inefficiencies, falls, protocols not followed, etc.”

II. Questions for today

Can you think of any incident recently where a resident was harmed or almost harmed?

Is there anything we can do differently to improve safety or infection control?

What would make walk rounds more effective?

III. Action Items to follow up
