**What’s Working Well?**

* What process changes would you recommend to improve/increase efficiency?
* What do you love most about your job?
* What works well for you to provide excellent patient care/customer service?
* What are you doing to support excellent patient care/customer service?
* What is something that you’ve adopted/started that has improved performance?
* What is something you have learned recently that could benefit your co-works and the unit?
* How have you felt leaving your last few shifts?
* What is a recent personal accomplishment with in the work place of which you are particularly proud?
* What are you doing right now to work on your own professional development?
* What positive changes would you like to see in the department?

**Anyone to Recognize for Great Work?**

* Who do you want to recognize for the great work they are doing?
* What ideas do you have that can help create a positive culture where staff feels valued?
* Who helped you in your job today you want to recognize?

**Any Systems or Processes that Need Improvement?**

* What tasks done on your shift, if completed on the opposite shift would improve the beginning of your shift/day?
* Do you and your staff feel adequately prepared to complete your daily assignments?
* What could be done to help you feel more a part of Vanderbilt?
* What are some ways to make our team stronger and more effective?
* What would make your work day more efficient?
* What barriers exist that prevent you from providing excellent patient care/customer service?
* What obstacles are preventing you from meeting deadlines/established goals?
* What concerns do you have regarding the increase in our current volume?
* What barriers can you identify that may be effecting work flow?
* What barriers exist for us to provide effective communication with other departments/divisions?
* What challenges are you currently facing in your work life that we can work together to improve?
* How are you and your co-workers adapting to the new organizational initiatives?

**Any System or Processes that Need Improvement (continued)**

* What ideas do you have for onboarding new staff for improved efficiency and connection with the existing team?
* What questions do you have about your role and responsibilities?
* What changes have you implemented into your practice recently for better work efficiency?
* How/where could we improve in the area of quality service to our patients/families?
* What would improve the patient/customer experience in our area?
* What communication barriers with other teams/departments prevent you from being effective in your duties?
* What are your personal challenges with (certain new policy/procedure)?
* What do you see as the greatest area for growth on our unit?
* How is the new system idea that your team presented working out for the department now that we’ve implemented it?

**Do you have the Basic Tools and Equipment to do your Job?**

* What barriers exist for us to provide effective communication with other departments/divisions?
* What type of training would improve your quality of work?
* Are there any equipment or environmental hazards that could make your area an unsafe workplace?
* Are there any safety issues that need to be addressed?

**What can I do for you Right Now?**

* What training or education do you need to improve your ability to do your work?
* Are there any topics/concerns that we need to schedule time to discuss further?
* What information or notifications do I need to share more consistently?
* What is your preferred way for me to share information with you?
* Are there any new projects that you would like to start? If so, how can I help you make it a success?
* Are there any additional resources that you need?
* How do you see the new management roles benefitting you?
* What are your thoughts/concerns about new leadership structure and how it affects you?
* Any educational opportunities you believe would be beneficial to you that are not currently offered?
* Is there any additional stress I need to be aware of?