# DONM Leadership Walk-Around Template

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| **Environment** | **Visual Inspection**     * How does the area make me feel? * What do I hear, see and smell? | **Deference to expertise**  Discuss observations with staff and patients   * Is this an issue? * What has been tried? * What do we need to do to make this better? * How can we achieve this? | **Reluctance to simplify** |
| **Positives** | **Positives** | **Potential Actions** |
| **Opportunities** | **Opportunities** |
| **Staff** | **Sensitivity to operations** Preoccupation with failure. Resilience   * What is the staff experience? * What are staff worried about? * Are you aware of any good catches/near misses (incidents/feedback)? | **Deference to expertise**  Discuss identified opportunities with staff   * Do you think this is an issue? * What has been tried? * What do we need to do to make this better? * How can we achieve this? | **Reluctance to simplify** |
| **Positives** | **Positives** | **Potential Actions** |
| **Opportunities** | **Opportunities** |
| **Patients** | **Sensitivity to operations** Preoccupation with failure. Resilience   * What has the patient experience been? * What are patients worried about? | **Deference to expertise**  Discuss identified opportunities with patients   * What do we need to do to make this better? * How can we achieve this? | **Reluctance to simplify** |
| **Positives** | **Positives** | **Potential Actions** |
| **Opportunities** | **Opportunities** |