

# STAR Feedback (Sample)

Here is how the STAR Feedback Model would be completed for an employee who supported the process for employees needing security clearance on their badges to access patient units. While this is an example of positive feedback being outlined, this model could also be used for outlining re-directing or negative feedback.

**ST:** Describe the **s**ituation/**t**ask.

Who was involved?	Where did it happen?	When did it take place?
Curtis: Supervisor in Housekeeping	In the team huddle area in the housekeeping unit.	This morning at 9:00 am during the daily team huddle.

**A:** Describe the specific **a**ctions that the person did in handling the situation?

What did the person do?	How did they handle?
Curtis shared the upcoming changes about badging in and out of patient floors using employee badges beginning next week. After the meeting followed up with security to set up a meeting with security to ensure all housekeepers have the security access they need when the change begins.	He explained the “why” behind the upcoming badge security changes and emphasized the importance of having employee badges visible at all times. He also answered questions and took the initiative to follow up with security to ensure that all housekeepers will have the security access they need to do their jobs.

**R:** Describe the **r**esult that was achieved by the action and the impact (either on you, others or the business)

Impact on you	Impact on others	Impact on business results
Taking the initiative to set up the meeting with security saved me time of coordinating the meeting which allows me to focus on other aspects of the change.	Shows the staff that leadership supports the upcoming changes and will help remove obstacles employees may encounter.	Ensures there are no delays in maintaining and cleaning patient rooms which helps with bed turnover for new patients which means increased revenue for MU Health.