



Sharing experiences - common challenges on survey (surveyors perspective)

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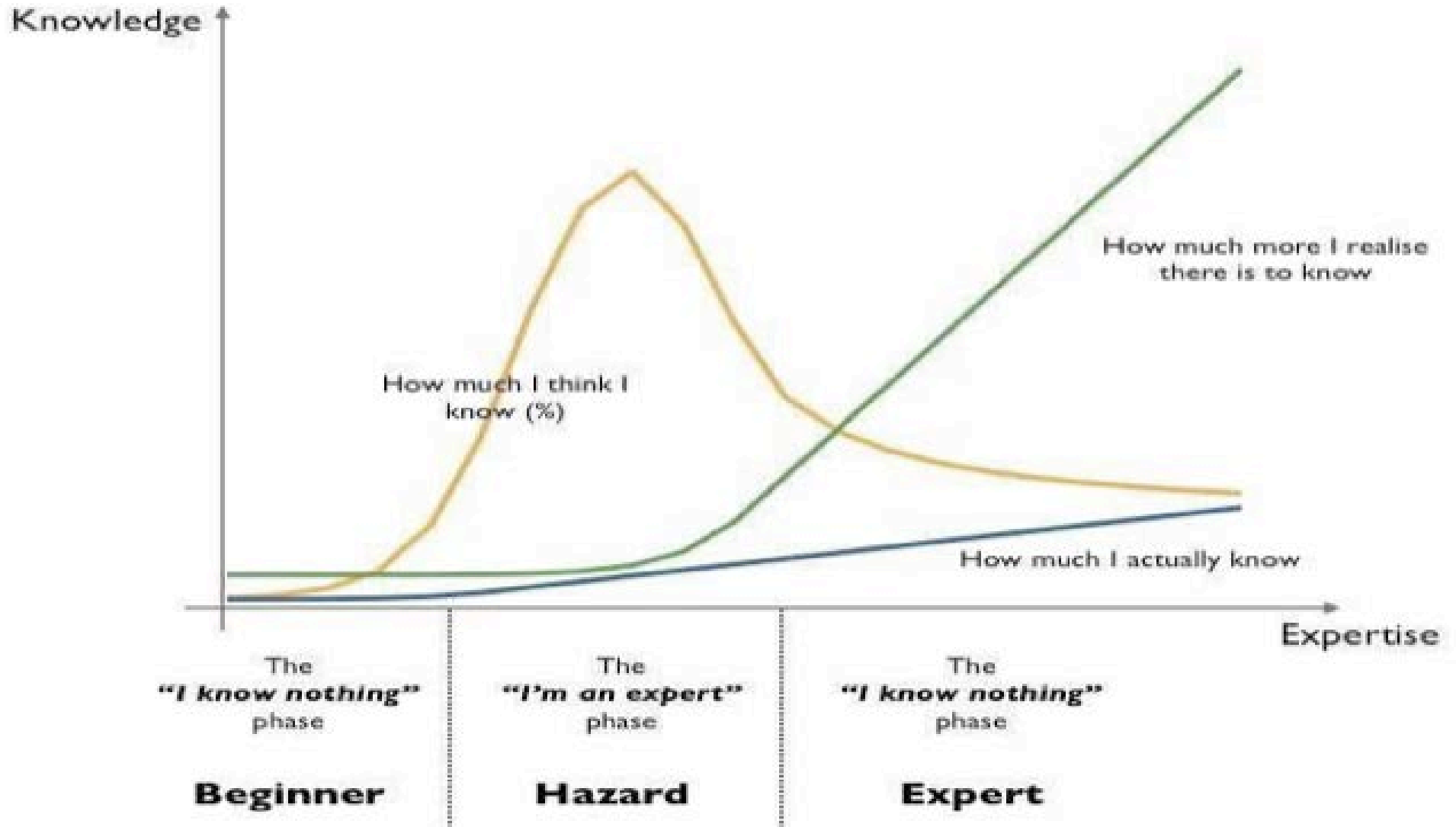
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Overview:

- **Introduction**
- **CHKS: Background, Roles and Responsibilities at Survey**
- **Purpose of this session**
- **Group discussion – breaking into groups**
- **Sharing findings – tools & ideas of what helped**
- **My experience & tips**
- **Conclusion**

Introduction:



CHKS: Background, Roles and Responsibilities:

- Care quality, assurance and accreditation – latest international standards of best practice within a proven framework of continuous improvement
- Data and preparation
- Adapt to different environment that you found yourself
- Organisations expectations –credibility, track record, survey experience
- Gathering and synthesising information: note taking and corroboration meetings
- Insight – professionals, respect, invited as guests, same as what you would expect yourself
- Visibility and transparency
- Discretion at survey - individual and team (Standardisation)
- Far reaching consequences – of incorrect decision
 - Bad rating - damage to staff morale and loss of reputation
 - Good rating - poor care may continue

You should not ask questions without knowledge –Deming



Purpose:

- Peer & Group a bonus to create an environment for optimum individual growth and learning for each one of us
- Continuous refinement of our measurement processes is essential
- Merit and opportunity to discuss and interact the dimension of challenges at survey and deepen the learning through discussion
- Time to reflect on the assessments we make
- Debate
- Thought provoking
- Experience at survey
- Seeing our blind spots

Whoa Sir, I'm gonna need you to stop right there. I need to do a pic nic basket inspection.

Groups and discussion:

Are you someone who speaks out?

Do you take a positive stand on behalf of others?

Or are you a bystander?

Are you an upstander?

HOW WILL YOU CHOOSE TO PARTICIPATE?

» "Never doubt that a small group of thoughtful committed citizens can change the world. Indeed, it is the only thing that ever has."
Margaret Mead (1901-1978), anthropologist

» "The world is too dangerous to live in— not because of the people who do evil, but because of the people who sit and let it happen."
Albert Einstein (1879-1955), scientist

Do you make the world a better place?

Southwestern Health System | Walmart | TEACHING TOLERANCE

Being brave and choosing to participate in an educational experience which centers on a single subject is an embodiment of our core mission and commitment to provide the development of a safe, healthy and vibrant community. By fostering the individual development of the individual and other members of groups, students make the essential connection between theory and real world issues that confront us every day. The curriculum includes teaching children to be active and engaged citizens in the institution through training and critical thinking that includes the full breadth of experiences including but not limited to: the major, minor, and electives, special topics in the program, experiential learning, and the National System of Learning as a platform for instruction. Teaching Tolerance logo provided by the World Policy Institute.

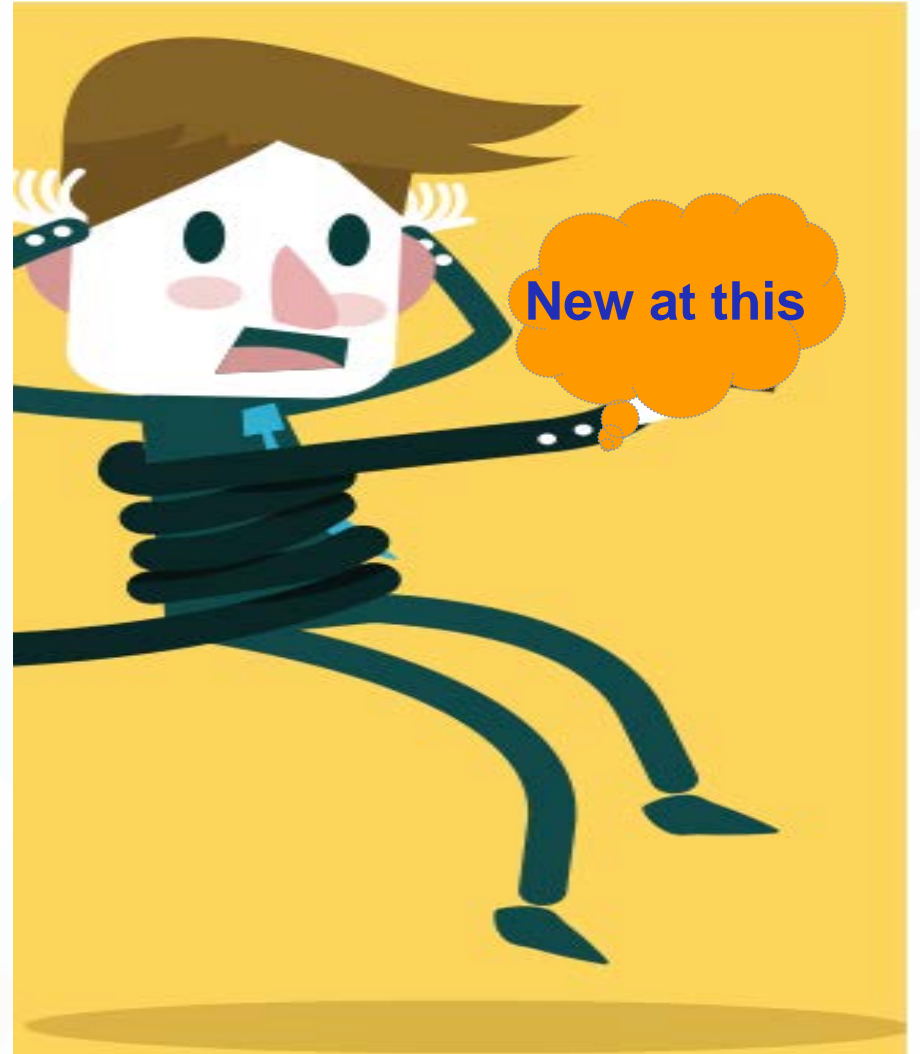
Findings: group discussion



Sharing – Tips:

Patient: The problem is that obesity runs in our family.
Doctor: No, the problem is that no one runs in your family.

more awesome pictures at THEMETAPICTURE.COM



Sharing - Tips:

Your most unhappy customers are your greatest source of learning.

 Client Heartbeat



Bill Gates
Microsoft

Sharing - Tips:

- Communication – too much, too little, time limit, interpretation - person being surveyed
- Calmness, sharing with team
- Enhance your experience
- Focusing on the standards
-

- Perception*
- Factualdata*
- How organised both myself and the organisation being surveyed.*
- More prepared I am the more I am able to control the situation, Flexibility, Interpretation, Prioritizing*

- Instinct , number of surveyors, learning curve
- Working smarter and not harder
- Enhance your credibility
- People think about things in a way they would never have considered or even just think about certain topics at all



Conclusion:

*“The patient is the most important person in our hospital.
He is not an interruption to our work: he is the purpose of it.
He is not an outsider in our hospital: he is part of it.
We are not doing him a favour by serving him: he is doing
us a favour by giving us the opportunity to do it!”*

Mahatma Gandhi

Thank you for participating

Could be desired lifestyle
Option to consider
New trend... instead of
Gym or diet....
Won't have
To give up wine or G & T

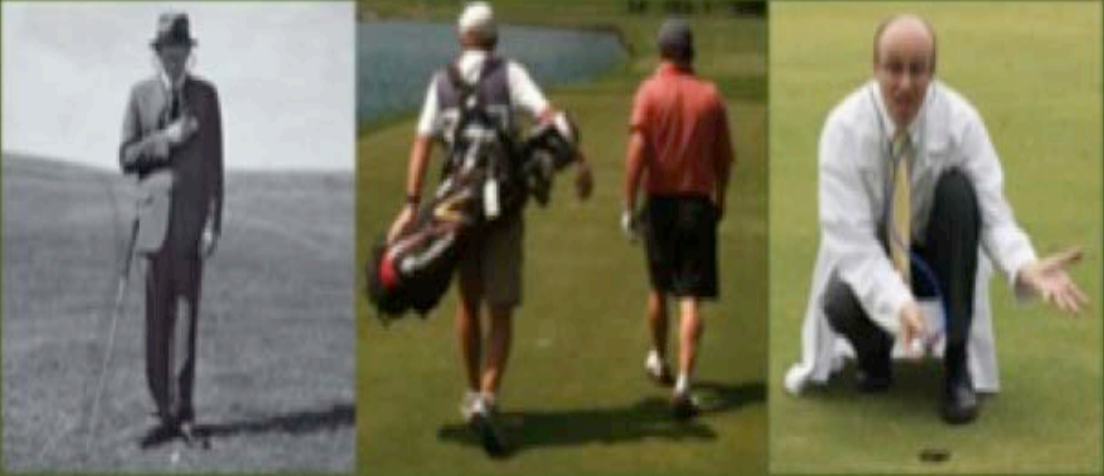


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Survey about Caddies

www.NativePakistan.com



A recent survey shows that of all jobs, caddies live the longest. They get plenty of fresh air and exercise, and if there's ever a medical emergency, a doctor is always nearby.