

TENNESSEE CENTER FOR PERFORMANCE EXCELLENCE

2010 Site Visit Comments

Did the Site Visit meet your expectations?

- Yes, they asked great questions and in a timely manner.
- Yes, the examiners were prepared, asked great questions and affirmed our agency in our efforts.
- Yes. The examiners stayed within the allotted time, had numerous questions for discussion prepared before the visit, and asked pertinent, critical questions during their visit.
- Yes, their questions were clear and thorough and focused on our organization and results.
- Yes. They asked all pertinent questions to determine if we were doing what we said.
- I was not sure what to expect. However, I was pleasantly surprised.
- Yes - although I was surprised that every member of our examiner team worked in healthcare. My understanding of TNCPE was that it was a multi-industry examiner group for review.
- Yes, the team was extremely knowledgeable. They asked great questions and our staff was very engaged in conversations with the examiners. We felt that they walked away with a better understanding of our business.
- Yes, they gathered information and were very pleasant and informative.
- Yes, very thorough and questions were designed to take us to the next level.
- Yes. The examiners were well prepared to clarify and verify specific issues. It was obvious that they knew our application.
- The site visit met all of our expectations. The examiner team made our team members very comfortable during walk-arounds, which is important for us considering we go through many audits a year.
- Yes, the TNCPE team was professional and explained the questions before we replied.
- Actually I was pleasantly surprised how at ease they made all of us.
- I felt as though our team was more prepared than expected by the TNCPE team. This in turn caused us to move quickly through certain areas and we didn't get to discuss/explore them in as much detail as others. The information we did cover in detail was well received by the team.
- As much as it could for the first time.
- Yes, the site visit was a very enjoyable process. I was extremely pleased with the approach and flexibility of the examiners and they made my team very comfortable.
- Yes. By going over the specified areas we learned a lot about ourselves. Really appreciated the questions they had for us.
- We didn't really know what to expect but were very pleased. Appreciate your adherence to time frame!

What did you gain from the Site Visit?

- What is expected during the next visit.
- I learned a lot more about our organization and the amount of work that we do.
- Increased understanding of important processes to our success.
- Familiarization of our staff who are not TNCPE examiners with the basics of the process, good insight into the areas future site visit examiners may focus on.
- How TNCPE operates, the different levels, the focus, and that our program, while not perfect was able to deliver pretty good answers to the questions.
- The visit allowed me to think more about processes that we could improve.
- A very good overview of what is looked at for the criteria to be met.
- It was a real eye opener for us.
- Insight into our own processes at a deeper level as we went through the application and site visit process.
- Conversations with examiners prompted improvement ideas for the organization overall as well as for future applications (ex. where we can "tighten-up" application writing).
- That we have great systems in place and that we are already doing some great things here.
- Verification of some things we are doing right and insight on where we still need to go.
- Further insight into the linkages of the criteria.
- From the site visit, we were able to start planning for writing the application next year, as well as how to better prepare our management team for the interview sessions.
- Opportunities for growth in our processes and evaluating our processes to improve patient care and customer satisfaction.
- It really opened my eyes to exactly how many great services we were providing for our patients and partners.
- Overall, very pleased with the majority of the information discussed; this helped me to better appreciate the organization that I work with.
- It was good for us to hear the remarks from other officials and learn about their programs. Because we have several political entities, we are not always aware of other programs and how they were worked or are working.
- We were able to see where we were "better than we presented ourselves in the application" based on the way we were able to have discussions and answer questions. I received feedback from several employees that they felt really good about their meetings with the examiners.
- Insights on areas of improvement.
- A better understanding of the criteria and process. Some tips for next step.

Improvement suggestions

- I don't feel there could be any improvement.
- None.
- Nothing I can think of. Was a very positive experience. I am eager to see our site visit report!
- The team was very professional, and I do not know enough about the back end to know of any improvements.
- None.
- No suggestions.
- The only thing I can think of at this point is to possibly have the teams meet earlier so that additional document requests can be received sooner (possibly 10-14 days prior) so that we are able to have everything in more organized fashion to present to the team. I believe this would be easier for the examiner team as well during their site visit.
- The process was excellent. No improvement suggestions come to mind.
- none
- Sharing of best practices in document preparation for site visits.
- I would suggest that examiners not read the criteria questions during the interview times. The language should be interrupted so that applicants can understand it.
- I thought the team leader was great along with all the members of the TNCPE team. Some of the questions were hard to understand but the team did a good job explaining them to us but it is an area that could be improved for all organizations.
- None, the whole experience was eye-opening for me
- Two of the team members had very limited interaction; didn't seem to contribute much to the site visit. One of the two seemed distracted (he only asked two questions). As I recall, they were verbatim to the questionnaire and they had already been discussed in detail earlier.
- I think it is a learning process for both sides in dealing with governments in contract to private industry. Hopefully, the process can be figured out to make it work better. With a county government, school system, and three municipalities that operate separately, it's hard to be judged as one.

How do you plan to use the information provided in your feedback report?

- Through sustainable improvement team usage to improve suggested areas and in writing our Level 4 application this year!
- Share with my staff and decide what is doable within our program.
- Praise where applicable and action plans developed for improvement in weak areas.
- To make improvements in our organization.
- Improvement in systematic processes and alignment with other categories.
- As a guide for further improvements.

- We will use the results to improve areas noted as OFI's and to begin preparing our next application.
- Prepare this year's application
- Will use it to make improvements and processes more efficient.

Additional comments about the feedback report

- The feedback report doesn't give the leadership team clear expectations to move organization to next level.
- Report was basically what we expected. Very professional team.
- It was very repetitive and could have been summarized a little better.