

Site Visit Issue Worksheet

(Record only one issue per page)

Item Reference: 5.1a(2)

Not originally evaluated at consensus:

Site Visit Issue (Verify/Clarify Question):

Clarify how LOTS ensures the workforce represents the diverse ideas and cultures of its hiring and customer communities.

Comment(s) affected: (SVIs address one or more comments. Cut and paste the affected comment(s) from Scorebook Navigator below as a reference during your site visit interview.)

It is unclear how LOTS' approach to hiring (Figure 5.1-3) ensures the workforce represents the diverse ideas, cultures and thinking of LOTS' hiring and customer communities. A systematic approach to ensuring diverse ideas and thinking may strengthen the workforce's connection with its organ and tissue collaborators to achieve LOTS' strategic objective to maximize donors.

STRATEGY:

What questions will you ask related to the applicant's:

Approach/Levels:

- Can you describe your hiring community? Is it the same as your customer community? What differences are there?
- How do you ensure the workforce represents the diversity and cultures of these two communities through your hiring processes? How do you make sure you receive and consider ideas that represent these communities within your workforce?

Deployment/Trends:

- Describe how you ensure this process is followed for both the Organ Procurement and Tissue Procurement work systems.
- How do you ensure all hiring managers are considering the diverse ideas and cultures of their customers?

Learning/Comparisons:

- How have you modified this process over time to ensure you are hiring well qualified individuals that represent the diverse ideas and cultures of your hiring and customer communities?

Integration:

- How does this process support key organization-wide goals and processes? What other processes are influenced and/or impacted by these hiring practices?

Print this site visit issue worksheet for use during your site visit interviews. Ask your back-up to take notes during your interview. You will enter your conclusions into the Scorebook Navigator system.