

## HOW TO HAVE A GREAT REVIEW

**TEAM BASED APPROACH.** The review team is comprised of various individuals for important reasons. Every team member should appropriately participate by asking questions, sharing perspectives, and evaluating relevant information. A certain amount of professional deference should be given to the external reviewer to ask questions and solicit information, but each member should play an active role in the process. The committee chair will open each interview with brief introductions and explanation of the purpose.

**TRAJECTORY/DIRECTION.** The review should focus on where the unit is heading over the next three to five years. Evaluate whether or not a plan is in place that will get the unit where it needs to go.

**CONFIDENTIALITY.** It is critically important to the review process that participants feel they can safely share information that may be sensitive. All comments should be considered confidential and should not be referenced in the other interviews. Care should be taken so that the source of information is not compromised.

**PERSPECTIVE.** Listen carefully and respectfully to all interviewees and watch for patterns. Seek clarification where necessary so that understanding occurs. Avoid assumptions and make sure the interviews are conducted from an objective perspective. It is important not to give too much weight to individuals with an extremely passionate point of view or that seem to want to use the committee for a personal agenda.

**TIMING.** The two-day interview schedule is typically designed to be an effective utilization of time for both the interviewee and the members of the review team. It is important to manage the time allocated efficiently and to stay as much as is feasible to the designed schedule.

**INTERVENTION VS. DATA GATHERING.** Remember that the review is designed to specifically to gather information that you will later include in your reports. It is not a time to intervene in the organization or make suggestions and recommendations to the participants. Focus on the fact that you are gathering data and not in an intervention mode.

**CLOSING SESSION WITH UNIT LEADER.** The closing session with the unit leader is designed to allow you to clarify issues that arose during the interviewing process and to gather additional information for your report. It is best not to give a “report” to the unit leader of your conclusions and findings at this time. The unit leader will receive your written report after you have had time to consider what it is you want to say and what recommendations you want to make.

**HAVE FUN!** This is an opportunity to work closely as a team, focused on helping your assigned unit to engage in continuous improvement. It is much more enjoyable to accomplish this in a vibrant and engaging environment.