



**PROGRAM EVALUATION SUMMARY**

**Program Title:** Crew Resource Management Leadership Forum

**Total:** 16

**Instructor:** Steve Harden

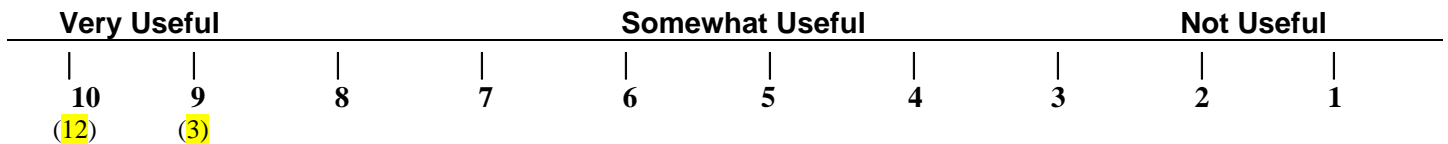
**Date:** April 17, 2008

	Excellent (5)	Very Good (4)	Good (3)	Fair (2)	Poor (1)
The program content was .....	13	2			
The instructor's knowledge of subject was...	15				
The instructor's ability to present the material in a clear & organized manner was .....	14				
Instructor's ability to help me apply the content to my job was ...	15				
Instructional Media used was....	12	1	1		
Facility Environment was .....	12	3			

**PROGRAM CONTENT:** Check *all* statements that describe your reaction.

- (13) I learned new information
- The content was too basic.
- (10) I learned new skills.
- (11) The content was appropriate.
- (11) I learned ways to solve work-related problems.
- The content was too advanced.

**USEFULNESS OF PROGRAM:** Given the above (instruction, content, methods), how do you rate this program as a learning experience? Was it a good use of your time? (Circle the number.)



**What were the most useful aspects of the program?**

- The use of the Patient Safety System Instruction book and the works sheets that I will need later to help me with my leadership duties
- Very organized, kept to schedule. Just as good as Mr. Osborn ☺
- The task exercises
- Practice
- Examples and discussions
- The 5 steps for the tools and measurement tools.
- Explaining purpose
- Hot grounders
- Skills needed to initiate the CRM philosophy
- Group discussion

*Continued . . . .*

**LifeWings Partners LLC**

9198 Crestwyn Hills Drive • Memphis, TN 38125-8538 • 1-800-290-9314 • Fax: 901-751-0836

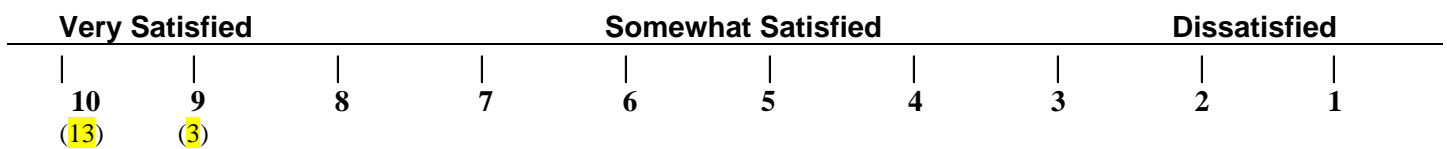
**www.SaferPatients.com**



**What would have made it more useful to you? What other information or skills did you hope to get?**

- Possibly a video description of different aspects of the training so as to break up the program, in a good way. Sometimes visual makes more of an impression.
- More examples/stories
- Program moving a little faster. Content could be presented in ½ time
- Policy examples

**PARTICIPANT SATISFACTION RATING: Overall, how satisfied were you with this program? (Circle the number.)**



# LEADERSHIP INSTITUTE - SESSION #27

February 8<sup>th</sup>, 2007

(43 Respondents)

Scale: 1 = Very poor, 5 = Very Good

Topic	Speaker(s)	Increased my understanding /knowledge	Value of content/Activity	Effectiveness of presenter(s)
Our Iceberg is Melting		4.62	4.88	4.83
Results FY07		4.51	4.83	4.83
Introduction: Making Quality and Patient Safety a Sustainable Competency		4.53	4.84	4.79
Risk Assessment – SMHCS and US trends		4.53	4.74	4.62
Crew Resource Management – Introduction and Overview by LifeWings LLC/Vanderbilt University	Steve Harden Drew Gaffney, MD	4.90	4.97	4.90
Social Committee - Skits		4.62	4.81	4.83
Redesigning the Quality and Patient Safety Infrastructure		4.60	4.81	4.79
Process Standardization	Table discussion	4.53	4.69	4.58

What did you find most valuable about today's session?

- The way each topic connected. It is becoming clear! Great Day.
- This was one of the best retreats in my nine years at SMHCS. Would like to see every medical staff member see the CRM presentations.
- The leadership session's get my juices flowing! I know what is involved in planning, your work is much appreciated. Great food! Great work!
- CRM. Great caterer and skits.
- Focus on quality realizing quality as a culture.
- Dr. Gaffney and Mark Thornton.
- Speakers.
- Applying CRM to healthcare.
- Stephen Hardin's presentation was exceptional. I think he was the most interesting speaker. Dr. Gaffney's presentation re-standardization was most informative. The skits were great and provided fun with learning

- The guest speaker presentations were very interesting.
- Dr. Colgate, Gwen, very focused and CRM presentation.
- The LifeWings presentation was exceptional. Very useful and timely information. What now? The food was fantastic!
- Rule of 9's – a lot of my stuff is a 9. The airline industry correlation.
- Steve Harden's presentation was excellent – loved the 3 take aways to do immediately.
- All very interesting.
- One of the best retreats yet! Loved the skits!
- Dr. Malone – excellent speaker – invite her back again.
- I enjoyed the skits very much.
- Presentation by Harden and Gaffney.
- The CRM presentation was excellent. I would love to see them speak to staff.
- Great information. I am excited to do Crew Resource Management in Labor and Delivery (asap).
- Focus and time dedicated towards quality, CRM and how it applies to healthcare.
- Learning jargon and background/history for quality and risk assessments and management.
- Process homework and process discussion. CRM presentation excellent.
- The food from Sweet Berries was awesome!

What could be improved?

- Would like to see actual deadlines and dates associated with goal talk. Show accountability of commitment to quality by leaders.
- More table activities.
- Be at location with more restroom facilities.
- should have had distributed his slides. Way too small.
- Nothing. I really appreciated being included in this retreat. I learned a lot. I will put some of this information into effect on the Acute Pain Service
- The patient forecast Dolores spoke about should be included on the daily administrative report. Can we have handouts from Vanderbilt speakers please?
- Not enough breaks. Left us sitting too long. This schedule makes for a very long day.
- Have the speakers or presenters do shorter presentations. It was difficult to sit for an hour!
- Need handout of CRM
- Some of the slides were hard to see.
- Share our consultants with staff, not just leadership.
- More examples and more table work.
- After consistently writing that 1 day retreats were sufficient when we converted from two days, I now believe that returning to two day retreats in order to continue the momentum associated with quality and safety is a good idea.