

**EVALUATION FORM**

**Not at all/Poor -----All/Great!**

	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4.73</b>
1. The workshop met my personal objectives	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4.73</b>
2. The content was relevant	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4.73</b>
3. The visual aids and handouts	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4.73</b>
4. The venue and facilities	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4.73</b>
5. Would you recommend this workshop?	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4.93</b>
6. Overall rating	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>4.8</b>

**7. What did you learn from this workshop that was most applicable/valuable to you?**

- Talk less, ask more
- Locate key communicators
- Look to your 40-60% in the middle and move them to take action
- Often the key influencer is not a person in leadership
- It's better not to present perfect models or use perfect people as key influencers/examples.
- Change and spread are not necessarily sequential. Assessment and relationship (human behavior) are huge factors. But leaning who are the influencers and where they are on the continuum will modify your strategies and communication.
- To not have a program "perfected"
- Allow staff to have input
- Spread is not cookie-cutter
- The importance of adoption
- One-on-one contact
- That I forget about the work involved when I "proclaim" a change or desire for change.
- How important connect with the individual is to effect group change
- Peer adoption is key.
- Helping individuals recognize their needs-benefits payoff
- Implementation; adoption
- I learned how to better analyze organizational relationships and dynamics.
- I got a better idea of what spread was, having never been exposed to the concept in depth.
- I got a chance to stop and really think about what I want to accomplish in my organization.
- Evaluation tool for behavioral changes
- Flexibility; what not to do; tools/skills like to increase success
- Model of source-adopter-motivator as a way of identifying key people who can influence movement toward good practice
- Importance of methods of communication in process of adopting change
- Using the exercises to evaluate spread and implementation of a "good idea"
- The links exercise helped connect "the dots" for me.
- Also, because I brought two of my colleagues, we have a common forum (understanding) of the concept.
- Target the practices in the middle

**8. Is there anything you learned at this workshop that you will take home and use immediately? If so, what?**

- Soliciting one-on-one opinions/input
- Forming more relationships
- Everything!
- Communicate my ideas one-on-one instead of mass communicate
- Give shorter speeches and let people ask questions
- I will do some of the exercises to evaluate my projects and team to understand how ready we are to move on. "PDSA to implementation"
- Yes, to start programs at a clinic as a whole and not start with a provider
- One-on-one work with PCPs, not departmental dissemination
- I'll be a bit more cautious in requesting/requiring certain things/changes.
- Focusing on the middle
- Creating a "gap" between proponents of the project we're working on and those reluctant to "sign on" by motivating people one individual at a time
- To "move" and become supporters
- Need to constantly reinvent
- People + context = solution; so you can't take a promising practice by one group of people and assume another group can do it.
- Identifying key influencers; mapping out project process; targeting the norm for change vs. the "easy get" (enthusiasts; visionaries)
- Behavioral changes "target"
- Ladder
- Activities; action plans; monitoring change
- more planning and communication, less action-oriented/allow flexibility and solutions to come to the recipients
- Keys and links games
- Continuum of enthusiasts – skeptics and how/where to engage buy-in
- Ladder exercise and questions
- I can use some of the group exercises in my organization.
- Target the practices in the middle

**9. Were there components that were less valuable? If so, which?**

- Not less valuable, but would like to see more on how to identify your early adopters/people in the middle/those not adopting.
- N/A
- Left blank
- Left blank
- No, I feel all program components were relevant
- None
- Some of the concepts were a little confusing; I would need to reflect on them further to figure out how they would apply in practice.
- All worked and linked
- Not that I can think of now
- Not sure; all parts were interesting even if not directly applicable to my organization
- None
- See #13.
- Left blank

**10. What did you like best about the workshop?**

- Practical resources and info that relies on my own strengths/weaknesses
- Your humor!!
- Very comfortable atmosphere
- Liked the exercises and examples
- The visuals and exercises and your great metaphors and stories to illuminate the concept (the links, the 90-seconds exercise, the ladders)

- Practical exercise and tools to utilize – thanks for your wonderful workshop
- Small; allowed for more personalization
- Interaction with others; small group size
- Sarah
- Size of the workshop allows hands-on participation
- The interaction between course participants sparked by Dr. Fraser and exchange of ideas
- The practicality
- Flexibility in content; responsiveness to audience's interests
- Introduction of concepts that allow creative thinking/alternatives
- Use of activities that induce concrete visualization (i.e., keys and links)
- Input from other participants; learning what's happening in other organizations
- Ideas/focus
- Small, wealth of knowledge of Sarah; the English part is very refreshing also!
- No solutions, just ideas and motivation
- Sarah's presentation style (theory, examples, practice activities, discussion and touch of humor and stories from real life)
- The exercises and open discussion
- Always good to look at daily issues from a higher level
- Sarah Fraser is delightful and engaging. I felt like I was back in college taking a fabulous class!

**11. Is there anything you would suggest we change if we offer it again? What other topics would be of interest for future workshops?**

- Building a new staff with new key management
- Self-analysis/evaluation
- Left blank (didn't realize there was a back side)
- None
- Left blank
- Quality improvement workshops she does
- Perhaps actually looking at a case study implementing a given new practice within an organization – methodology/"msrmnt" (I can't understand this word-NB) timeline, needs-benefit payoff, etc.
- Being able to leave the room for lunch; our room seemed a bit small and closed-in at times.
- Left blank
- Left blank
- Left blank
- Left blank (didn't complete the back)
- Not aware of any right now
- None
- More of a sense of the workshop beforehand
- I would like to hear Sarah address other organizational behavior issues relevant to QI in health care.

**12. Who else do you think would benefit from this course?**

- All management and clinicians
- Anyone in a leadership position
- Left blank (didn't realize there was a back side)
- Several administrators; people who would have pull
- Left blank
- California community clinics/health centers
- Anyone in a practice whose responsibilities include affecting change – not only administrators and clinicians but also unit secretaries.
- All of my colleagues. I shall look at the website for future workshops and plan to attend and encourage my colleagues.
- Physicians in our group
- Clinicians
- Left blank (didn't complete the back)

- Physicians
- Anyone who would like to promote change; this seminar may serve as a starting point
- Left blank
- Most people working in QI to create provider change in practice

### **13. Additional comments:**

- You are doing a great thing! Administrators need validation that we are all human (and our employees too!!)
- I learned a lot! Thank you!
- Left blank (didn't realize there was a back side)
- Great job, very, very, helpful
- Thank you Sarah!! Thanks CHCF for the opportunity.
- Left blank
- A delightful experience
- I realize most meeting rooms are windowless. But this room is a bit too small to also be windowless.
- I appreciate that it was a free course. Sarah's brilliant.
- Thank you for the inspiration and skills
- Left blank (didn't complete the back)
- Enjoyed it greatly! Thank you.
- Left blank
- From #9: I'm not sure I was the right audience, in that I was looking more at management best practices, but I most certainly took away theories that will apply. Sarah, you are delightful! Thank you.
- Left blank

**Thank you for your feedback!  
It will contribute to our own rapid cycle improvement!**