

## **Favorite/typical site visit walk around questions**

- What does the mission, vision, values mean to you and your job?
  - How do you personally help to fulfill Main Line Health's mission?
  - Can you give me an example of how you personally implement Main Line Health's values in your work?
- How often do you see senior leaders in your area? What type of questions do they ask you when they are here? What is important to him?
  - How do you receive information from Main Line Health's senior leaders? How effective or important is that information to you?
- If you could tell the senior leaders of Main Line Health one thing that needs to be improved, what would it be?
  - If you had a suggestion for an improvement how would you get that information to the senior leaders?
- Are you familiar with the strategic plan for the organization? How was it communicated to you?
  - Are you familiar with the strategic imperatives of Main Line Health?
  - Can you give me an example of how your department or area contributes to these?
  - How about an example of how you personally contribute to the success of the organization?
- When was the last time you attended a "Huddle"?
  - Do you remember what was discussed at that session? Did you find it helpful?
- What are the most significant organizational or process changes you have experienced in the last two to three years?
- Who is your customer? How do you know?
  - Do you know what your customers expect of you or the organization?
    - How do you know if you or your work area is meeting those expectations?
    - How often are those results shared with you?
  - What does your department (or unit) do with patient satisfaction survey results? Can you give me an example?
- Can you tell me what you do if you have a customer complaint or issue? How do you handle it?
  - Do you feel empowered to act on a customer complaint?
- Can you tell me about patient safety in your organization, how do you know what's important to do?

- How do you know if your department or unit is doing a good job?
  - What type of data or measures (or dashboards) are you familiar with within your department or unit?
  - How is this type of information shared with you?
  - Can you give me an example of what is measured?
- How do you learn about best practices that exist in other departments? If you identify a best practice, how would you share it with others?
- How do you receive information on new processes or changes to existing processes? Have you ever participated in a pilot of a new process or a change to an existing process?
- How do you know what is expected of you to do a good job?
  - How do you know if you personally are doing a good job?
- Can you tell me about any training or development classes you have attended in the last year or so?
  - What kind of training have you received? Was it useful?
- Have you participated on any improvement teams, if so, what and what type of input did you have? Have those improvements been sustained?
- What role does the patient play in making decisions about their care?
  - Are you familiar with the DMAIC or LEAN process? How did you learn about it? What type of training have you received on the process? Can you give me an example of when and how you used the process?
  - If you had an innovative idea, what would you do to share that idea?
- What happens when a medical error occurs?
  - How does the organization prevent medical errors?
- How do you access disaster plan policies and procedures (or down time procedures)?
  - How would you know if any changes are made in the disaster plan?
  - When was the last time you participated in disaster training?
  - Does your department have an evacuation plan to remove patients from the hospital, clinic? What are the procedures?
- What do you do if you identify a situation that poses danger to the health and safety of the patients, staff or visitors? How would you go about getting the situation changed?
- Is there anything that you like to share with us about working at MLH that we haven't asked you?
  - Do you like working here? Why?