

Appendix E

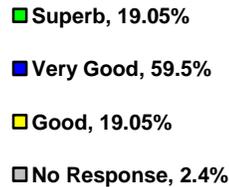
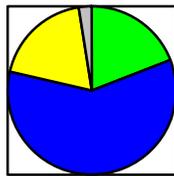
City of Milwaukee Health Department Division of Public Health Laboratories

Laboratory System Improvement Program Assessment November 18, 2010 **EVALUATION RESULTS**

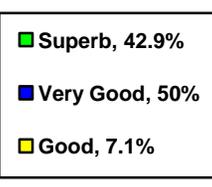
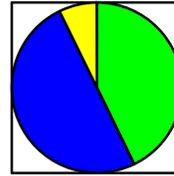
42 of 73 total LSIP participants returned their evaluation forms. This is a compilation of their responses.

Utility of Meeting:	RESPONSES	SUPERB 5	4	GOOD 3	2	POOR 1	NO RESPONSE
Stated objectives of meeting were met	#	8	25	8			1
	%	19.05%	59.5%	19.05%			2.4%
Dialogue was useful	#	18	21	3			
	%	42.9%	50%	7.1%			
I support the efforts being made	#	21	19	2			
	%	50%	45.2%	4.8%			
Next steps are clear	#	3	14	19	5		1
	%	7.1%	33.3%	45.2%	11.9%		2.4%
Meeting was a good use of my time	#	8	22	9	3		
	%	19.05%	52.4%	21.4%	7.1%		

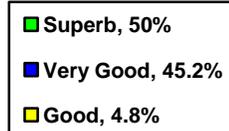
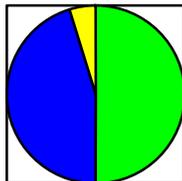
Stated objectives of meeting were met



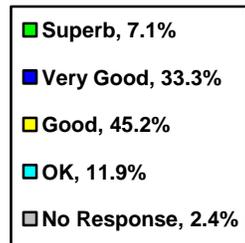
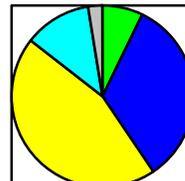
Dialogue was useful



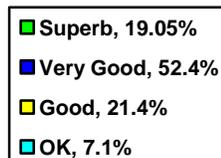
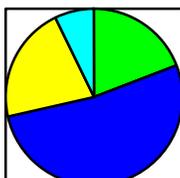
I support the efforts being made



Next steps are clear

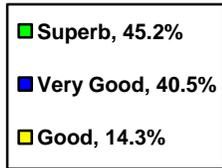
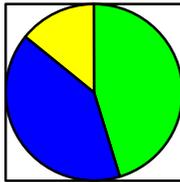


Meeting was a good use of my time

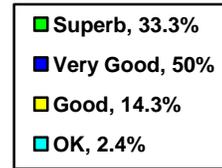
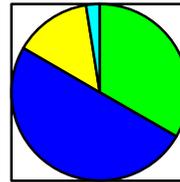


Meeting Arrangements:	RESPONSES	SUPERB 5	4	GOOD 3	2	POOR 1	NO RESPONSE
Advance notice of the meeting	#	19	17	6			
	%	45.2%	40.5%	14.3%			
Meeting room accommodations	#	14	21	6	1		
	%	33.3%	50%	14.3%	2.4%		
Advance materials for meeting were useful	#	14	16	9	1		2
	%	33.3%	38.1%	21.4%	2.4%		4.8%
Advance materials were received with time to review	#	12	14	10	4		2
	%	28.6%	33.3%	23.8%	9.5%		4.8%

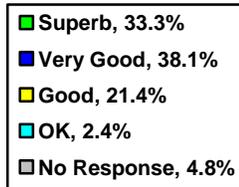
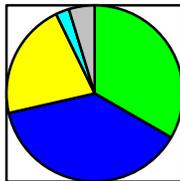
Advance notice of the meeting



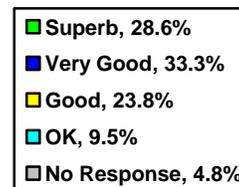
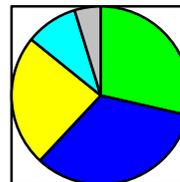
Meeting room accommodations



Advance materials for meeting were useful

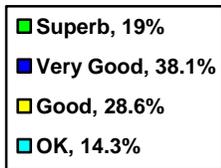
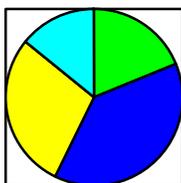


Advance materials were received with time to review

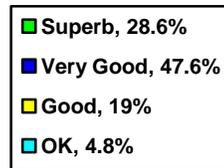
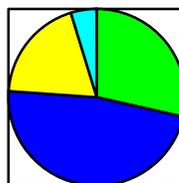


Flow of Meeting:	RESPONSES	SUPERB 5	4	GOOD 3	2	POOR 1	NO RESPONSE
Started on time	#	8	16	12	6		
	%	19%	38.1%	28.6%	14.3%		
Clear objectives for meeting	#	12	20	8	2		
	%	28.6%	47.6%	19%	4.8%		
Agenda followed or appropriately amended	#	22	13	6			1
	%	52.4%	30.9%	14.3%			2.4%
Facilitation was effective	#	20	17	4		1	
	%	47.6%	40.5%	9.5%		2.4%	
The "right" people were at the meeting	#	17	14	9	1		1
	%	40.5%	33.3%	21.4%	2.4%		2.4%

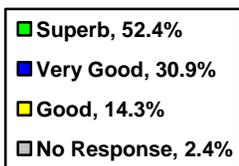
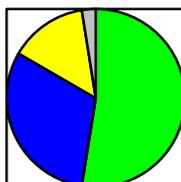
Started on time



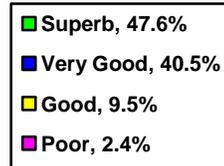
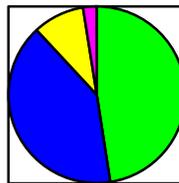
Clear objectives for meeting



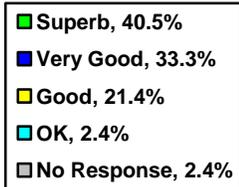
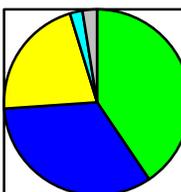
Agenda followed or appropriately amended



Facilitation was effective

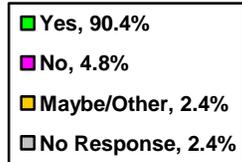
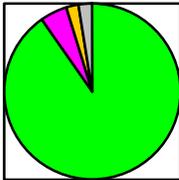


The "right" people were at the meeting

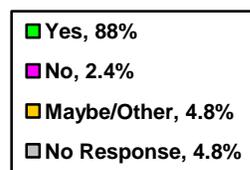
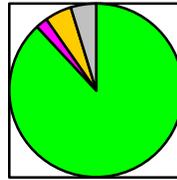


	RESPONSES	YES	NO	MAYBE/OTHER	NO RESPONSE
Would you participate in this process again?	#	38	2	1	1
	%	90.4%	4.8%	2.4%	2.4%
Do you see this as a helpful tool and process?	#	37	1	2	2
	%	88%	2.4%	4.8%	4.8%

Would you participate in this process again?



Do you see this as a helpful tool and process?



Comments

Below is a summary of comments solicited from LSIP participants for each of two questions on the evaluation.

What worked?

Good facilitation – kept moving the process along.

The facilitators really helped. Personally, I really found it helpful to meet and interact with the diverse departments of the City and State Health Departments.

Good mix of stakeholder participation; very good discussion.

Open dialogue.

The format.

Networking with partners.

Good group dynamic/diversity in players.

Great facilitation, well organized.

Summation of similar ideas and next steps.

Discussion was insightful.

Size of groups, pace of discussion was appropriate.

The facilitation was excellent.

Bringing all of us from many different agencies to have this discussion was very valuable. Thank you for inviting the FBI!

I learned a lot and was thankful for the open conversation that occurred.

Great facilitation of the small group (Amy Murphy).

Participation was widespread, not limited to 1-2 people.

What could be improved?

Include EPA, DNR people.

Acoustics in the room were poor.

Facilitator needed better awareness of terminology.

General objectives and how outcomes will be applied are (...) fuzzy.

First establish system or identify “the system” stakeholders, and work from that view.

More inclusiveness of other non-traditional partners who are not in existing networks.

Because of so many topics, discussion was limited.

Information and awareness before meeting of the information on LSIP and its process.

There was a lot of overlap between some essential services, which resulted in duplicate discussions.

E-mail out measurement tool far earlier.

Felt pressured by facilitator to move score to blue or green. Facilitator did not always listen and interpret comments appropriately; sometimes did not let people finish statement.

Time management.

More time identifying areas that can be improved.

More diversity in participants.

Lunch menu and lunch timing.

Allow more time for conversation, some had to be cut short. Maybe fewer review questions.

Don't require “consensus” (actually majority rule) of only one score per issue. Likely would have had higher scores for answers RE emergency response/surge situations vs. routine PH operations. May have lost important data by not allowing a bi-modal score distribution for each question, depending on surge vs. routine setting.

Long day.

Not clear how small groups were structured. Would have been interesting to have some all small groups evaluated to look at spread of results. Additional clinicians attendance.

Missing DNR & EPA.

More discussion needed prior to first vote.

Distribute a list of participants with e-mail contact information.

***The following comments either address a topic rated in the evaluation tables, or were not given in response to a specific question or evaluation topic.**

Please send scoring summary, list of participants, other info.

Would you participate in this process again?

If you mean “knowing what I know now and if I had the chance to go back and revisit my decision to participate, would I still participate?” then the answer is “yes.” If you mean “would I do it a second time?” then the answer is “no,” because I don’t see the point in repeating it.

Do you see this as a helpful tool and process?

That remains to be seen: the proof will be in the pudding.