

DFMCH ReCHARGED Strategic Planning

EVALUATION: VISION CONFERENCE

N = 50

1. The day's activities stimulated your learning.

1	2	3	4	5	6	7.73	8	9	10
Not at all				Somewhat			Completely		

2. You felt engaged as a result of the variety of designs.

1	2	3	4	5	6	7	8.39	9	10
Not at all				Somewhat			Completely		

3. The content and activities were relevant and raised in a meaningful context.

1	2	3	4	5	6	7	8.45	9	10
Not at all				Somewhat			Completely		

4. The degree to which the content of the session was relevant to you.

1	2	3	4	5	6	7	8.62	9	10
Not at all				Somewhat			Completely		

1. What about the day worked/was worth the time spent? Please be specific.

- Working in small groups and collaborating ideas with other small groups Interaction with colleagues/small group conversations (13)
- 6 hat exercise was very effective. The end products were well thought out and practical (5)
- Being with a broad cross section of the department. It was good to work with others that one normally doesn't work with. Engaging employees from the clinics in this DFMCH process. (5)
- Able to share ideas (mine) hear ideas from others. Fun to throw ideas out with no boundaries. Opportunity to speak my mind about concerns and issues important to me. (3)
- Specific tasks and time allotment – well organized. Really liked the format. (3)
- The small group discussions evolving into larger discussion. (2)
- Listening to all group members. Not just providers and administrators. Everyone listened to all ideas.
- Interesting conversations, structure.
- The presentations kept going on task and helped us in brainstorming.
- Task force reports (the current 3). Group activities.
- So much learning. Relationship building. Rapid fire/concrete exercises may not have been tidy and pretty but certainly were productive.
- All of it.
- Yes, very informational and exciting.
- The hands on development of plans. Hearing from people from other clinics.
- Visioning in small groups
- Time well spent! Great interactive exercises. Great dialogue.

2. What unexpected value or learning did you get from this experience? Please be specific.
- Excellent group of people. Made me think deeply about how many wonderful people we have in the department.
 - I feel optimistic that our ideas may actually be implemented.
 - There are outside sources/groups that need to be involved with plan of care.
 - Surprised at the convergence of ideas – thought there would be more diversity. Learning what was synergistic across groups. (2)
 - I don't get the opportunity to work with many faculty in settings like this. It was really a nice experience.
 - Provided a different way of thinking – looked at the big picture – the direction we wanted to go.
 - I learned about some perspectives/beliefs that I did not know to be present.
 - Better understanding of clinician perceptions of research process to needs.
 - It was useful to gather together providers, nurses, MAs etc to share perspectives.
 - Common themes across the workgroups.
 - Good collaboration with a wide variety of members of department.
 - Broader view of issues.
 - Connecting with colleagues in meaningful and lively discussion – amount of laughter.
 - Learning about other areas I'm less familiar with (i.e. research).
 - Learned that researchers felt unappreciated.
 - Commitment of leadership and steering committee to this process.
 - A diverse group of people with similar goals.
 - How to think critically and specify areas of needs/improvement.
 - Group energy and move towards mutual understanding and (sometimes) consensus.
 - An opportunity to give view to things I really care about. Forum itself of value in that way; opportunity to be heard – key to be valued as we move forward to broaden efforts.
 - That some values/ideals are shared across the DFMCH. Learned more about community clinics.
 - Always reminded that everyone has good ideas and contributions to make.
 - Meeting others.
 - Similarity in ideas on integrating research and innovation in all department activities.
 - Continued improvement and comfort level working in small groups – great exercises
 - Nice mix from different areas stimulated thinking.
 - The six hats method. It broke bigger thoughts into workable plans. I will use this. (3)
 - Getting to know some others in the department and their perspectives/what they were doing in the area of family/community engagement.
 - Met some new folks – always wonderful and fun.
 - Loved hearing from people I don't usually work with about the area I work in. Loved the other perspectives and fresh ideas so much!
 - Shared vision from physicians and managers, behavioral health in work group.
 - The energy.
 - Got to know some people I'd not worked with before today.

3. What about the day **did not** work for you or did not meet your expectations?

- Morning history talk too long (9)
- Very long day, tough to stay focused later in the afternoon. Very tired by the end of the day (5)
- It would have been beneficial to mix the groups throughout the day to be able to meet and work with additional people.
- Disappointed that our group idea was not chosen.
- Way too busy “assignments” and too many sub-assignments. Simplify the process. Focus of vision being short term.
- One person dominated group conversation at time – took a while to find my voice.
- I like the Pyle Center – but parking is a hassle. What about off campus site?
- Sometimes time was too limited.
- 6 Hat Thinking didn’t work for me. I did not find this very visioning provocative. Our green hat felt far removed from our vision goal.
- Scribes did not capture the ideas that were brought up by members of the group.
- Mercedes initial talk – she should be in the front of the group not the back.
- Methodology – cut to the chase.
- Some of the “collapsing” was inefficient use of time and extraneous wordsmithing.
- Was hoping for more diversity in the small groups for discussions of clinical care.
- Felt some things could have been combined for a shorter day.
- Microphones were not functional all day.
- Concern that all the time put into this would not go anywhere.
- Directions seemed unclear for work groups.
- I left thinking we hadn’t yet gotten very specific ideas on paper.
- Group dynamics were not optimal. Hard to deal with individuals who dominate the conversation and the recommendations.
- Room size - hard to hear conversation in our group at times.

4. Please provide Mercedes and Rod with specific feedback about their engagement with the group.
- Too much lecture. Wanted more work time. (6)
 - You did a great job facilitating and getting people involved. (4)
 - Very good at having structure to keep sessions on task. (3)
 - Great energy, knowledge shared, in a reliable, non-judgmental, helpful ways. (2)
 - Good presentations. (2)
 - Great, kept group focus.
 - Too many interruptions.
 - Fantastic and very energizing.
 - Nice job handing off back and forth. You complement each other nicely.
 - Great! I liked the combination of lecturing with small group activity directly informed by lecture.
 - Very engaged in the process and appreciated the explanation of the steps to get to today as a review.
 - Was difficult to begin group activities then get stopped for clarifications – if clarifications were provided at the outset that might have worked better.
 - Couldn't understand instructions.
 - Perfectly fine.
 - Nice energy and examples.
 - Need more effective ways to get the group to quiet and listen.
 - Don't use the bell.
 - Bell good idea to stop groups from talking.
 - Good at clarifying purpose of each block.
 - Brings a smile! Present, humble, expert, encouraging.
 - Speak from front of group.
 - Thank you for keeping things on track and for keeping things organized. Sometimes ideas being expressed in small groups was interrupted, which was frustrating at the time, but necessary to move forward.
 - Good leadership and value applied to the process.
 - I think we are tough group with high expectations and I give Rod and Mercedes credit for hanging in there with us and bringing out our ideas and energy.
 - Love Mercedes presenting and Rod was very engaging.
 - Clear direction but I think you could have pushed us harder to get more specific and detailed.
 - Very detailed. More internal summation of the process might have assisted people not as familiar with the process.
 - Very helpful.
 - Good guides – like the methods and techniques used.
 - Rod's energy level was low – speaking style is very deliberate – recommend to also “circulate” during small group time – felt he was disengaged.
 - Excellent speakers.

5. A message or piece of advice you would like to give the Steering Group as we move forward:
- Keep the momentum going. Keep moving forward. (2)
 - Please consider more team based care in the clinic setting not just outreach to community.
 - Think large and enthusiastically about change.
 - Please include more fresh new voices and diverse voices.
 - While it may not be possible because there is so much to cover, shorter days would be appreciated.
 - Please help med student education. We really are at critical mass. We have to help out faculty be teachers.
 - Be willing to pursue hard/unpopular ideas if they are good and/or further our mission.
 - Please remember to keep asking for input from members of all groups/staff levels in the department. That has been appreciated.
 - You can't please all the people all the time. Identify priorities that are most likely to significantly benefit the department, to transparently communicate not only those decisions, but how they are made.
 - I think only one underrepresented minority in the group.
 - Continue sharing/emailing updates/info.
 - Be real → move things that are not pie in the sky and will work.
 - Keep the collaborative energy and communications up.
 - Continue to fight and be the voice for those who work so hard to make this a successful organization.
 - Keep pushing the process forward.
 - I have three primary reflections at this time:
 - i. Do we have the skills/knowledge in the department to guide change in initiatives? Do we need support/input/process knowledge/facilitation?
 - ii. How do we learn to emphasize relationship and collaboration as a foundation to change?
 - iii. The clinical groups seemed to focus more on how we do what we do (very important) and less on are we doing what is of most value/impact (equally important).
 - Love being involved. Great day, food good too! Multidisciplinary task groups – other staff not involved in this session?
 - Open communication and recognition of all areas of the department.
 - Good luck – choose with diversity of composition in mind and pick those who will get the job done.
 - People want to see specific action for 2+ years of strategic planning.
 - You have your work cut out for you, but you can't stop now! Your efforts have paid off but the best is yet to come. Keep sprinting.
 - It became clear to me that not all clinical care groups that discussed outreach have a common definition. Going forward this will need to be defined.

- Thank you for trying! There will be obstacles all along the way.
- Fantastic work – and the amount of work invested is obvious!
- If the best you can do is tell us to work harder (do more without reducing other time/energy demands) – this effort will fail.
- Central meetings have a role. Need some decentralized interaction within the department beyond surveys.
- Keep looking at the whole organization.
- Please look at and consider all aspects – even the first ideas presented at the first breakout session.
- Need caffeine in the afternoon