

Examining the Exit Interview

Phyllis I. Warkentin, MD

The Exit Interview

- What is the purpose of the Exit Interview?

CORRECT ANSWERS:

To provide a summary of major findings at the on-site inspection

To describe next steps in the accreditation process

Things to Remember

- Each inspector should speak directly about the areas personally inspected.
- Manage expectations of what the exit interview is!
 - SUMMARY: list major citations; may not list every one.
 - Report may be somewhat different due to standardization of language and specific requirements and due to changes made by the Accreditation Committee.
 - **Common source of applicant complaints.**
- Give outcome indicators while performing the inspection.
- Be careful not to imply how well the applicant performed.
- Even though you may have stated how your own program practices, this inspection and results will measure the applicant against FACT Standards, not your own organization's practices
- Keep it professional! Allow for difference of opinion.
- Learn from each other!

Exit Interview: Do's and Do Not's

1. Allow the program to ask questions **DO**
2. List all citations **DO NOT**
3. List major citations **DO**
4. Provide suggestions or tips **DO**
5. Skip the exit interview to catch an early flight **DO NOT**
6. Memorize the citations/suggestions so you don't have to bring your notes **DO NOT**
7. Go through the checklist item by item **DO NOT**
8. Have an agenda for the exit interview **DO**
9. Inspect the applicant's practices against your own organization **DO NOT**
10. Tell the program that your findings are final **DO NOT**

Exit Interview - Opening

- Thank You; Acknowledgement of effort
 - The applicant has worked hard; almost regardless of outcome; accommodate inspectors
 - *Thank you for your hospitality today. We realize how much work it has been to prepare for this on-site inspection and accommodate all our requests.*
- Introduction; Purpose; Agenda
 - *The purpose of this closing interview is to summarize the major observations of the day. Much of this has been described to you throughout the day.*
 - *Remember this is a summary...*
 - *Each of us will speak about the area we inspected...*
 - *Then we will review the next steps and give you a chance to ask any remaining questions.*

Exit Interview - Findings

- Positives
 - Mention the things the organization has accomplished / done well
 - *You are fortunate to have such a beautiful and functional new facility. I have enjoyed working with each of you. I also appreciate your sharing some great ideas that I can take back to my own program; especially the forms you use for chemotherapy. [Be specific]*
- Citations / Variances
 - List main citations – include the Standard reference.
 - *There are three issues I will discuss related to the clinical program which I inspected, The other inspectors will describe apheresis and the processing laboratory.*
 - *The first is that, although audits are performed, there is no evidence that the results are used to identify opportunities for improvements, as required by Standard B4.8.1. A couple of the audits we reviewed did have results that were not as expected..*
 - *The second*

Exit Interview - Findings 2

- Suggestions (Optional if short of time)
 - These are not citations, but are collegial suggestions. Most of these would have been discussed over the course of the inspection, as the topics arose.
 - *As we discussed after observing the stem cell infusion, I have a suggestion related to consolidation of your infusion forms. A single form would improve the efficiency of this process. I would be glad to send you a copy of the form we use if you would like to see it.*
- (Other inspectors – same)

Exit Interview - Closing

- Next Steps

- Inspectors' reports are summarized; reviewed by the Accreditation Committee; some wording changes; citations may be modified. Remind applicant not to make immediate changes. Suggest the time frame to be expected
- *Remember that we are here as the eyes and ears of FACT. Our reports will be summarized for the Accreditation Committee by the FACT coordinator.*
- *The Accreditation Committee generally meets monthly, so you should not expect to hear from FACT for 6-8 weeks. I suggest you not make any changes until you receive your final report. That report will include a timeline for you to follow in making and documenting any required changes. Be diligent to follow this timeline, and feel free to ask your coordinator if questions.*

- Questions

- Maintain control of the session; do not allow this part to go on too long or become an argument
- *Are there any final questions?*

- Final Positive Statement / Gratitude

- Leave the inspection on a positive note
- *Thank you again for all your efforts in making today an informative and educational experience.*

Thank you