Examining the Exit Interview

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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