

## **MIECHV CQI Practicum Feedback Questions**

Thank you for participating in the MIECHV CQI Practicum! We would like to learn from your experience so that we can improve any future technical assistance we provide.

Please take a few moments to reflect on your experience with the MIECHV CQI Practicum. The questions below ask you to provide feedback on the Practicum content, pacing, logistics and format, usefulness to everyday practice, coaching and support, and overall satisfaction. The survey takes approximately 20 minutes to complete.

Thank you very much for your participation and thoughtful responses!

Please note, participation is voluntary and information will be kept private.

### **Content**

1. How useful to your team was the Practicum content?

1=not useful, 2=slightly useful, 3=moderately useful, 4=useful, 5=very useful

2. How useful has each of the following CQI topics been to your practice?

1=not useful, 2=slightly useful, 3=moderately useful, 4=useful, 5=very useful

- Building your quality improvement team
- Developing SMART Aims
- Measurement for quality improvement
- Developing run charts
- Key Driver Diagrams
- Identifying changes (benchmarking, change concepts, creativity exercises)
- Plan Do Study Act Cycles
- Process maps
- Learning from variation (special cause and common cause)
- Analyzing root causes (Pareto charts)
- Understanding reliability and level 1, 2, and 3 changes
- Mitigating resistance and the psychology of change

3. How useful have your between-session assignments been to your overall learning?

1=not useful, 2=slightly useful, 3=moderately useful, 4=useful, 5=very useful

### **Pacing**

1. The pace of the overall Practicum was:

1=too fast, 2=about right, 3=too slow

2. The pace of the monthly webinars was:

1=too fast, 2=about right, 3=too slow

3. How might the pacing of the Practicum or of webinars be improved?

(open-ended)

### Logistics and format

1. How satisfied were you with each of the following Practicum logistics?

1=very unsatisfied, 2=somewhat unsatisfied, 3=neither satisfied nor unsatisfied,  
4=somewhat satisfied, 5=very satisfied

- timing/ scheduling of webinars
- webinar reminders and email updates
- webinar format
- process for submitting presentation slides
- process for meeting with your coach

2. How satisfied have you been with the following tools of the Practicum?

1=very unsatisfied, 2=somewhat unsatisfied, 3=neither satisfied nor unsatisfied,  
4=somewhat satisfied, 5=very satisfied

- WebEx
- Adobe Connect
- OneDrive
- Presentation slide templates

3. Optional: Please describe in more detail your satisfaction with any of the above items.

(open-ended)

### Usefulness to everyday practice

1. How likely do you think it will be for your team to continue practicing CQI after the Practicum?

1=very unlikely, 2=somewhat unlikely, 3=neutral, 4=somewhat likely, 5=very likely

2. How would you rate the Practicum in helping you improve your everyday CQI work?

1=not at all helpful, 2=mostly unhelpful, 3=neutral, 4=somewhat helpful, 5=extremely helpful

3. What recommendations do you have for the facilitators to make the course more useful to everyday CQI practice?

(open-ended)

#### **Coaching and support**

1. How would you rate the level of support that you received for this Practicum?

1=less than I would like, 2=about right, 3=more than I would like

2. How would you rate the effectiveness of the support that your team received in the Practicum?

1=not at all effective, 2=somewhat ineffective, 3=neutral, 4=somewhat effective, 5=very effective

3. Please share any feedback for the Practicum team about coaching and support.

(open-ended)

#### **Overall satisfaction**

1. What did you most like about the MIECHV CQI Practicum?

(open-ended)

2. Please share any general feedback or suggestions for improvement.

(open-ended)

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