DEPARTMENT OF HEALTH

FPLS PROGRAM SELF-ASSESSMENT AND VERIFICATION PILOT EVALUATION SUMMARY AND KEY TAKEAWAYS

Self-assessment:

1. FDA standards posed challenges for several of the focus group participants.
2. Some focus group participants found the FDA criteria to be redundant and didn't see the benefit to including them.
3. Interpretation of RS requirement needs to be clarified in the instructions.
4. The self-assessment was time consuming and complicated.
5. Some programs have limited capacity and would need dedicated staff to track and monitor documentation of standards.
6. Others expressed concern about the level of monitoring needed to meet the criteria.
7. The spreadsheet took a significant amount of time to create initially.
8. Some of the expectations where unrealistic because they required a signed affidavit to complete.

Self-assessment Key Takeaways:

- The time commitment should be communicated upfront to local agencies.
- Having a formal training program or established curriculum is valuable.
- Incorporating the RS into position descriptions would be valuable.
- The self-assessment questions could be clearer and more concise.

Verification process:

1. Objectivity and taking into account varying perspectives is important.
2. Discussing past interpretation was important for maintaining uniformity and consistency across multiple verifications.
3. Some criteria differed between MDH and MDA.
4. Attending trainings on self-assessment provided insight on maintaining uniformity/consistency.
5. Compiling all of the information prior to the audit and having a dedicated working session with a team of people helped to provide consistency.
6. Some participants were surprised by the variation in results from each of the evaluation they received. Others didn't anticipate the issues with interpretation of standardization and the standards themselves.
7. Having a streamlined process for communication and document sharing would have been helpful.

Verification Process Key Takeaways:
- Having streamlined communication and document sharing system is helpful.
- Preparation and time commitment required to conduct the verification process was underestimated.
- Providing some flexibility with smaller programs would be beneficial.
- Varying interpretations of the standards and criteria were observed.

Overall Key Takeaways:

Capacity- Capacity and resources vary from agency to agency.

Build flexibility into the process-One size fits all doesn't work.

Communication-Continuing to foster open dialogue and communication amongst all partners is important.

Standardization-Standardization of results is needed by and large. Everyone needs to be on the same page.

Streamlining-Streamline the process to identify only what is essential/a minimum requirement.

Time consuming-Time commitment to complete self-assessment and verification ranged between 8 and 75 hours. Completing tier 2 criteria was more time consuming than tier 1.