DEPARTMENT OF HEALTH

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

Self-assessment:

1. Access to SharePoint, the rubric, and other supporting documents were helpful.
2. Some forms were difficult to use and extremely time consuming (i.e. the FTE form, budgeting, and PDF with pre and post online training).
3. The FDA standards were unclear and confusing.
4. Participants were unable to meet standard(s) expectations despite having a template and being part of EHCIB.
5. Providing additional examples/case studies of how other agencies completed the assessment would be beneficial.
6. Exposure to the standards and going through the assessment process was good practice for the participants.

Self-assessment Key Takeaways:

- FDA standards are unclear and require more concise interpretation.
- The time commitment was unreasonable.
- The training was well organized and helpful in explaining the assessment.
- The voluntary standards were overwhelming and difficult to complete.
- Locating and collecting documentation was not worthwhile.

Verification process:

1. The verification process was easier and took relatively less time to complete.
2. The filename structure was helpful in getting organized so that documents could be reviewed.
3. Sharing resources (i.e. SharePoint and templates) helped to improve the training process.
4. Some participants found it difficult to maintain objectivity as reviewers.
5. Several participants indicated they had difficulty completing standard 8.
6. The feedback provided on clean-up items was clear.

Verification Process Key Takeaways:

- There was uniformity between MDA and MDH.
- Objectivity and taking into account varying perspectives is important.
- Previous experience conducting verification audits was valuable and seemed to reduce the amount of time spent by some participants.
- Allowing flexibility to address agency differences is important.
- Having deliberate conversations, open communication, and file naming structure was helpful.

Overall Key Takeaways:

Adopt a new approach- Adopting a hybrid approach or developing a state evaluation to assess the standards would be worthwhile.

Communicating results- Presenting the results and action items in a different way might make it easier for agencies to meet the standards (i.e. reject, correct, need more information).

Documentation- Locating documentation can be burdensome and time consuming. MDH already retains some of the documents they're requesting and could look them up internally (i.e. MOUs and Delegation Agreements).

Streamlining- Streamline the process to make it simpler and identify minimum requirements for the FDA standards.

Time consuming- Time commitment to complete verification and self-assessment ranged between 45 minutes and 100 hours. Completing the voluntary items was more time consuming than the required items.