



Training Event Feedback Results

This survey was constructed to give retreat planners feedback regarding the retreat accommodations and program content. Forms were compiled and communicated by Brian Loebig of Liberty Lutheran Services. Twenty surveys were returned and used in these results.

Date: 11/18/03 Location: Northeast Treatment Centers, Philadelphia, PA

Red bars depict the number of participants who selected each item.

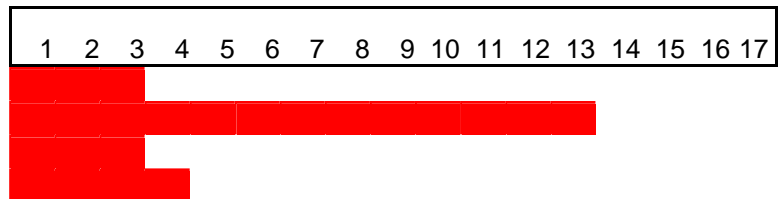
1. How did you first hear about the QLN Conference?

Brochure/letter in mail

From quality leader professional

QLN Website

Other



2. What influenced you most in coming to this QLN event?

Topic, "CQI in a Different Light"

National presenter on quality, David Langmeyer

Positive experience at the last annual training event

NASW-PA CEU's

Other



3. How did you feel about the conference schedule?

Just right

Too Long

Too Short

Other



4. What did you hear appreciate most about this QLN event?

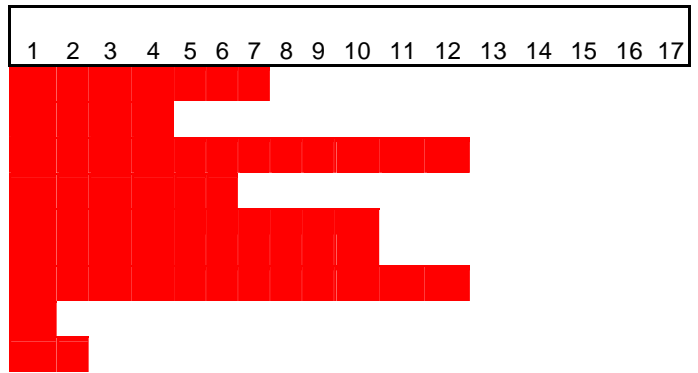
- Great discussion great ideas
- Group Time
- Handouts-high quality. Chance to meet other people involved in outcomes measurements CQI
- Information sharing
- Copious amounts of CQI info
- Direct application to agency experience
- Knowledge base of presenter. Format of event.
- The opportunity to dialogue
- Networking and hearing other agencies and where they are at
- Dialogue among peers. Practical examples from David about how outcomes and CQI were developed at Wake County
- The opportunity to meet someone who had actually used these techniques in practice
- The tools and handouts to provide personal guidance in the future-excellent facility and location
- The importance of management and link to outcomes- understanding why it is so important for all stakeholders to see what they are doing and the impact it has with the outcome.
- Excellent presentation- Good balance between presentation/background and discussion- excellent organization (afternoon "flowed" from morning session.)
- Very practical, the most clear explanation of the material I have heard, appreciated the trainers concern for out process throughout the day.
- Networking-chance to reflect on my agency's CQI process an gain ideas on how to improve it.
- The opportunity to learn from my colleagues and an expert in my field
- Information on how CQI applies to real agency.
- Meeting others who are responsible for QA/QI Learning about other challengers/obstacles.

5. What could be improved?

- Presenter appeared very uncomfortable and continued to apologize for his training skill. It gave off the appearance that he was unqualified.
- Use technology-display PowerPoint slides
- Info could be more specific in my case
- Introductions of participants
- Would have liked materials to be 3 hole punched and in a binder with dividers. For me it would have facilitated following the discussion
- Location not particularly convenient, appreciated the free parking though
- Sharpen and focus the purpose of training (Learning Objectives)
- I enjoyed it. Maybe the presenter could have written bigger. The presenters crosswalk between written materials was sometimes hard to follow
- More time on reviewing/going over layouts, instead of group discussions. I felt like we rushed in the afternoon through the second packet at the end

6. What topics would you like to hear at a future training event?

- Performance based contracting*
- Case management system*
- Using Statistics for evaluation*
- Benchmarking*
- Using Quality Tools (Pareto charts, flow charts, cause and effect analysis, etc.)*
- Implementing COA quality management standards*
- Quality management/leadership book discussion*
- Other (comments)*



- Involving staff in CQI more models- move experiences involving clients in process
- Changing the culture- getting leadership to by in-walk the walk

1	2	3	4	5	Score Average
Inadequate	Can Be Improved	Average	Above Average	Superior	

Presentation: CQI in a different Light

1. Information presented was practical		3.85
2. Information Presented Will be useful in your agency		3.84
3. Content Matched the Learning Objectives		3.65
4. Content Impacted My Understanding of the Subject		3.9
5. Presenters Ability to Relate Training to Practice		4
6. Effectiveness of Trainer's Methods of Presentation		3.55
7. Presenters Ability to Respond to Issues Raised by Group		3.9
8. Presenters Ability to Manage and Engage Group		3.7

Food Registration and Facility

1. The facility provided a positive learning environment		4.31
2. Quality of food		4
3. Ease of event registration process		4.37