

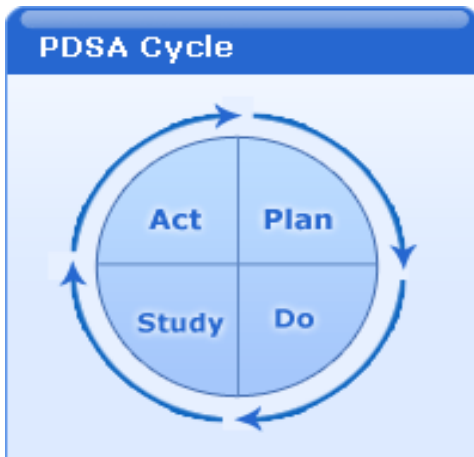
Tool 1

Tool or Strategy	Purpose	Drawbacks	Implementation
Report Cards	<ul style="list-style-type: none"> • Visually present performance • Measure against goals, organization averages, others being evaluated • Written record of performance • Identifies strengths and opportunities 	<ul style="list-style-type: none"> • Static, just "snapshot" analysis • Does not account for special circumstances or unique situations 	<ul style="list-style-type: none"> • Disseminate on a regular basis • Present results clearly and simply • Offer accessible contact info for easy follow-up and further feedback
Multisource assessment (360° feedback)	<ul style="list-style-type: none"> • Captures perspectives from superiors, staff and peers • Identifies positives and negatives in context of organization • Keeps workers motivated to excel in all aspects of responsibilities 	<ul style="list-style-type: none"> • Resource-intensive • Personalized review - does not account for benchmarks or organizational standards 	<ul style="list-style-type: none"> • Obtain feedback from right stakeholders • Be aware of informal networks, relationships, or conflicts that could positively or negatively affect reviews
Concept and Process Mapping	<ul style="list-style-type: none"> • Visual representation of workflow or processes • Assesses potential conflicts and solutions • Tells "what if" scenarios 	<ul style="list-style-type: none"> • Limited in scope • Best for high-level solutions 	<ul style="list-style-type: none"> • Input data must be accurate to get realistic results • Include data sources and assumptions
Surveys	<ul style="list-style-type: none"> • Get feedback from many stakeholders • Customize to meet needs • Power in analyzing results 	<ul style="list-style-type: none"> • Generalizability limited by response rate • Can be costly to administer and analyze • Results may not be generalizable to intended population 	<ul style="list-style-type: none"> • Offer novel incentive to promote response rate • Can be administered via email, hardcopy, or in-person
Interviews	<ul style="list-style-type: none"> • Direct contact with stakeholders, promotes engagement • Garner individual, detailed data and feedback • Identify themes, vignettes, quotes • Always follow IRB or institutional guidelines when interviewing stakeholders 	<ul style="list-style-type: none"> • Resource-intensive • Scheduling • Time-consuming to analyze results 	<ul style="list-style-type: none"> • Experienced interviewers are best when contacting stakeholders • Be prepared for different responses and answers • Have pertinent follow-up and probing questions

Tool 2

PDSA: Plan-Do-Study-Act Worksheet

<http://www.ihl.org/knowledge/Pages/Tools/PlanDoStudyActWorksheet.aspx>



Tool 3

PESICO: A template for asking well-built questions (Source: Schlosser, 2007).	
Person	Describe the person who is most directly affected by the decision and the problem to be solved
Environments	Delineate the client's current and future environment(s) and communication partners, knowledge, skills, and behaviors.
Stakeholders	Describe relevant stakeholders, including the Person above (and their perspectives about, and attitudes toward, the problem, intervention or outcome) who may directly or indirectly influence the decision
Intervention	Describe the proposed steps to change persons, interactions, events, procedures, and environments
Comparison	Depict the comparison intervention/exposure (if applicable) - could be an alternative intervention or a baseline condition
Outcomes	Delineate the desired outcomes.