

Steps For A Successful Feedback Discussion

Once you have decided what you'd like to improve in your community, it is important to meet with your residents, family members, and/or employees to get input that will help you flesh out your plans and ensure you are headed in the right direction. A structured discussion group will allow you to share your improvement goals with these important constituents and ask for input that helps you understand their specific concerns and ideas.

Follow the steps below to have successful feedback discussions with your residents, family members, and/or employees.

PRE-MEETING

1. **Get your residents, family members and/or employees together** in a private meeting place.
2. **Announce the purpose of the meeting.** *"The purpose of this meeting is to share the survey results with you and have a productive discussion about our plans to make improvements based on the results."*

DURING THE MEETING

3. **Share the survey results.** First celebrate strengths by announcing your top scoring areas, then share any improvements you made based on last year's results, if applicable.
4. **Talk about the areas you plan to improve this year,** and have a discussion with the group asking for them to clarify their concerns and share ideas for how things should improve. Focus the discussion on the processes that need to change and not people to keep the meeting positive and productive.
5. **Ask questions** to get at the root of resident concerns, for example:

"On the survey, you said you would like to see improvements in _____ . Let's talk about your concerns and ideas for how things should improve."

Can you share in more detail what process you feel needs to change?

What are some ideas you have for how this process can be improved?

If you had complete control over this process, how would it go?

What should we start doing, continue doing, and stop doing?

6. **Take notes** or ask a team member or resident council member to take notes during the discussion to capture concerns and ideas shared by members of the group. Put up giant post-it notes for each topic and record concerns and ideas for improvements.

BEST PRACTICE IMPROVEMENT IDEAS

At this point, you and your action plan teams have identified the areas you plan to improve and have met with team members and/or residents and family to gather additional feedback about their concerns and ideas. Are you finding yourself looking for additional inspiration?

CLICK HERE for a list of improvement ideas for every question on the Sensight survey templates or go to <https://www.sensightsurveys.com/improvement-ideas>.