Inspector Etiquette

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FACT Professionalism

- We are a voluntary, *peer-driven* accreditation organization, not the police

- We want *all* applicants to succeed

- We are successful because we *value* and *respect* all accreditation applicants

Inspectors are an extension of our culture – the face of the organization.

Be fair, consistent, respectful

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Major Expectation

- Knowledgeable professional in the field will:
  - Know/understand the current Standards and accepted interpretations
  - Be prepared; commit adequate time to inspection
  - Perform a fair, objective, and helpful on-site inspection
  - Complete responsibilities in a timely manner
  - Maintain confidentiality; follow FACT policies
  - Continue to learn and improve
    - FACT educational opportunities
    - Inspector handbook – review and revisit (often!)

Inspectors: Conduct

Inspector Behavior

- Polite
- Smile
- Collegial
- Constructive
- Unbiased
- Prompt
- Business attire
- FACT name badge

Applicant Atmosphere

- Stress and tension
- Workload
- Importance of inspection

Open mind

- Multiple methods for compliance
- Make notes
- Suggestions
- Praise
- Refer questions to FACT
- Responsible for conflict resolution

Inspectors: Confidentiality

- All information is confidential:
  - Confidentiality Agreement – annual renewal
  - Potential for legal action
- Do Not:
  - Report inspection results to colleagues
  - Joke about inspections or findings with others
  - Identify facilities you inspect
  - Discuss inspection in public at the facility

Supporting FACT Standards

- You are a FACT representative

- Evaluate based on Standards

- These are YOUR Standards. Do not criticize Standards in public, to applicant

- Express concerns / disagreements to the Board, FACT Standards Committee, FACT staff

- Submit comments / suggestions on the next edition

Pay Attention to Your Appearance

- People will form an impression of you based on how you look, before they even say hello to you

- Your appearance should be designed to help you look confident and competent

- Professional dress instills the applicant's confidence in your inspection abilities

- Wear your FACT inspector identification badge

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Meals & Entertainment

- Modest lunch and refreshments
- Think carefully about other invitations
  or entertainment
  - Conflict of interest re: outcome
  - Legal ramifications
  - Uncomfortable
- Other meal expenses covered by FACT

Timing

- Do not rush inspections
- Helped by up-front preparation
- Do not indicate need to depart early

If pressed for Time

- Ask Team Leader for help
- Focus on completion of Compliance Application

Do Not

- Invent new standards

- Over-interpret existing standards

- See your approach as the only approach

- Judge against your own program

- Spend all day reading SOPs or materials sent in advance

Do Not

- Always see a new SOP as the answer

- Involve trainees directly in interactions with facility personnel

- Rush

- Go overtime

Do

- Your pre-inspection homework
- Attend pre-inspection calls and meetings
- Examine documentation carefully.
- Keep an open mind
- Use multiple approaches to obtain information
- Cross-check your findings
- Ask open-ended questions –
  - Show me… How do you…? Where is the …?

KEEP CALM AND DO YOUR HOMEWORK
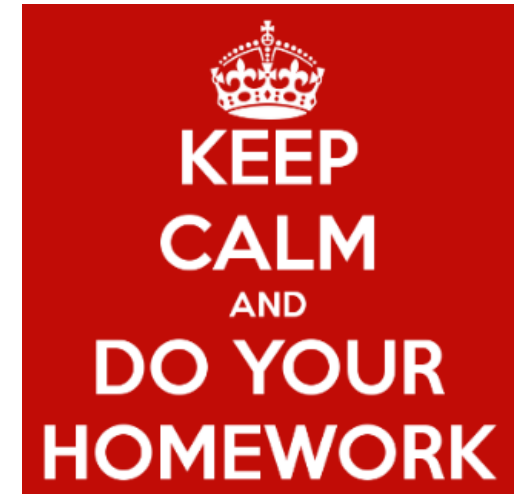
Do

- Follow a trail of events or a single patient from collection -> cell administration

Problem Resolution

- Maintain professional behavior
- If problems arise – keep calm
- If the situation deteriorates – back off
- Contact the team leader – immediately or at lunch or evening break
- FACT Staff is available to assist if needed. Contact by phone or email.
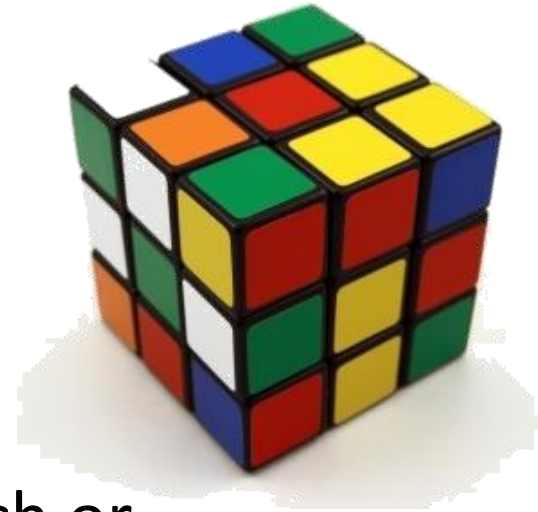
Building Rapport

What is rapport?

Why is it important?

What methods are used to build rapport?

What is Rapport?

Rapport Is:

- Relating to others
- Creating a level of trust and understanding

Benefits Include:

- Highlighting common interests
- Establishing a mutual feeling of friendliness
- Enabling greater and easier communication
- Creating a positive connection with new or existing colleagues

Process

- Rapport is a process not a thing.
- Rapport is something we DO with another person.

Responsiveness

- Rapport is responsiveness.
- You don't have to "like" the other person.

Positive Outcome

- Rapport doesn't guarantee a specific result.
- In a conversation, both parties will be pleased with interactions no matter the result.

Importance of Rapport During Inspections

- Helps the program to:
    - Accept and process suggestions
    - Be open to suggestions and questions
    - Relax and feel comfortable

Be Adaptable

- Inspectors should be able to adapt their approach – there is no reason to think that all programs should be approached using the same style.
- Use personal experience to build rapport so that the program feels you are putting yourself in their shoes.
- The future is always in motion - it is important to adapt and change to the needs of the program.

Always in motion is the future.

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Be Approachable

- Smile

- Open Up

- Consider what your body is projecting

- Make eye contact

Ask Good Questions

- Ask questions in a friendly and nonthreatening way
- Keep your body language relaxed and amicable
- Open questions are excellent – they give the other person or people a chance to give broad answers and open up matters
- Intelligent questions stimulate, provoke, inform, and inspire
- More advice regarding questions will be presented later today

Rapport is Possible Even in Disagreement

- If you don't see eye-to-eye, you can be respectful and appreciate differing opinions
- A simple acknowledgement is usually sufficient — and appreciated.

Accommodate Nonverbals

- Look nonthreatening; SMILE ☺ Smiling can instantly make you appear warm, friendly, and approachable.

- Good posture.

- Confident handshake.

- Effective gestures: Talking with your hands can be efficient, if used properly. Huge hand motions could be distracting.

- Appropriate facial expressions: Not all emotions should be on display. Know how your face responds to different emotions.

- Appropriate voice tone: It's not what you say, it's how you say it. Sarcasm is one example of how your tone conveys the opposite of what you are saying.

Communicate

- If you tend to jumble words in an attempt to rush through what you're saying, slow down.

- Pausing a second or two before you speak gives you time to plan your response, making you appear more relaxed and confident.

- Use the person's name early and often.

But some people without brains do an awful lot of talking.

Ego Suspension

- Put the program's wants, needs, and perceptions of reality ahead of your own.

- Avoid anything that could be interpreted as one-upmanship.

- Listen to the program. When the focus is on the other person and we're not anxious to tell our own story, we also tend to remember the details.

Know the Program and Its Personnel

- Pre-inspection discussions with the applicant team establish clear expectations about the conduct of the inspection.

- Inspectors may learn the personalities of the personnel, and be able to plan for any adjustments to their approach to keep personnel at ease during the inspection day.

- The inspection agenda must be established prior to the inspection, and this is primarily the inspection team leader's responsibility.

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Give Positive Feedback

- Applicants devote a lot of time and energy towards preparation before an inspection, so it is thoughtful to give feedback to let them know their hard work and effort are appreciated.

- Learning what they do well increases the team's confidence and helps them accept constructive criticisms and suggestions for their own benefit.

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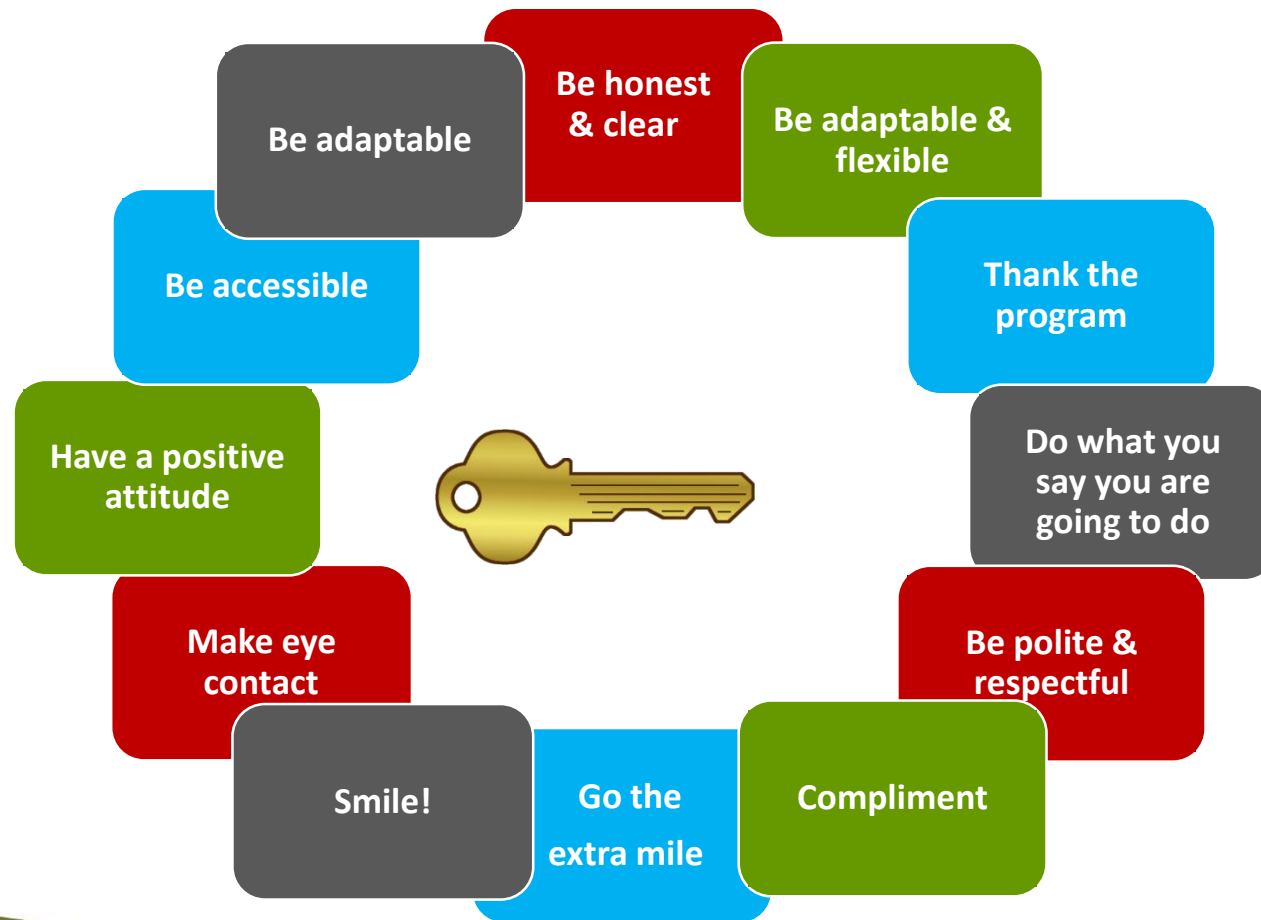
Effective Positive Feedback

Be Accessible

- Be available for questions.
- Communicating with your applicant team before an inspection will not only allow you to gauge their progress, but will also provide you the opportunity to coach them if they have questions.
- Ideally, it is helpful to check in at least one month in advance.

Compliment

- When you sincerely compliment a program, you communicate that you are interested

- You have noticed something they do that stands out and aren't afraid to say something complementary

- Sincere compliments build trust and increase positivity

Keys to Success

Thank You