**PREPARING FOR THE EC INTERVIEW SESSION**

Choose a high-risk, high-volume or problematic environment of care process. As a group, answer the following questions. Verify supporting documentation is available.

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| RM Cycle | Questions |
| Plan  | Is there a written policy?Where can staff locate a copy of the policy?Who reviews the policy?  |
| Teach  | Who gets trained?How is training provided?How often is training provided?What is the course content?  |
| Implement  | What evidence is there that the policy is followed?  |
| Respond  | What is the incident or emergency response procedure?Who is involved?Are adequate resources available?  |
| Monitor  | What data are collected and analyzed?Is there an incident reporting system?How is performance measured or monitored?Are documentation/data readily accessible?  |
| Improve  | How is the information collected in the monitoring process used to improve the program?Discuss some specific examples.  |