**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. |