

# Managing Change Series: Empowering CHCs to Succeed

## Staff Session #1: Change as a Process

CHAMPS Live and Archived Webcast  
Live Broadcast on August 25, 2010  
Presented by Patricia Moten Marshall



### Event Evaluation and CME Form

Please complete the following evaluation questions so we can review our goals, objectives, and topics for future events. If you complete the Evaluation Questions and provide your contact information, you will receive a **Certificate of Participation** for this event within six weeks.

This activity has been reviewed and is acceptable for up to 1.50 Elective credits by the American Academy of Family Physicians. Participants interested in receiving Continuing Medical Education (CME) credit must also complete the CME questions following the evaluation questions (page 5). If you complete the Evaluation and CME questions and provide your contact information, you will receive a **Continuing Medical Education Certificate** for 1.5 credit hours within six weeks.

**Viewers of the Live Event:**

Please complete and submit this Evaluation/CME form no later than Friday, September 3, 2010. Alternatively, you may complete an online version of this survey by 09/03/10:  
<http://www.surveymonkey.com/s/ChangeProcessEval>

**Fax your completed form to Andrea Martin at CHAMPS, (303) 861-5315.  
Questions? Call (303) 861-5165 x285.**

**1) Please provide your contact information. This information is required if you would like to receive a Certificate of Participation or CME Credit for this event.**

Name, credentials: \_\_\_\_\_

Title: \_\_\_\_\_

Organization: \_\_\_\_\_

Address: \_\_\_\_\_

City/State: \_\_\_\_\_

ZIP: \_\_\_\_\_

E-mail Address: \_\_\_\_\_

Phone Number: \_\_\_\_\_

**2) Are you requesting Continuing Medical Education (CME) credit for this event? (A \$15 per person fees applies for non-members of the organizations listed in question #3.)**

- Yes
- No

**3) Is your organization a member of one or more of the following organizations?**

- Yes – CHAMPS
- Yes – Association for Utah Community Health (AUCH)
- Yes – Colorado Community Health Network (CCHN)
- Yes – Community HealthCare Association of the Dakotas (CHAD)
- Yes – Montana Primary Care Association (MPCA)
- Yes – Wyoming Primary Care Association (WYPCA)
- No
- Unsure

**4) Please rate your overall satisfaction with this webcast on a scale of 1-10 (1 being the worst possible rating and 10 being the best possible rating):**

(Worst Possible Rating) (Best Possible Rating)

1    2    3    4    5    6    7    8    9    10

**5) I feel this presentation addressed Educational Objective #1: *Appreciate why change is such a challenge for organizations and individuals***

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**6) I feel this presentation addressed Educational Objective #2: *Understand the stages of the change process***

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**7) I feel this presentation addressed Educational Objective #3: *Learn the importance of articulating and clarifying the desired state of change***

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**8) The speaker was knowledgeable on the topic:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**9) The speaker was interesting to listen to:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**10) The speaker fostered active participation in learning:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**11) The content was presented in a balanced manner:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**12) Rate your experience registering for, logging on to, and participating in this webcast:**

- Very Easy
- Easy
- Neither Easy nor Difficult
- Difficult
- Very Difficult

**13) The educational materials (handouts, learning activities, etc.) promoted my understanding of the material:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**14) This webcast gave me practical tools I can use while working:**

- Strongly Agree
- Agree
- Neither Agree nor Disagree
- Disagree
- Strongly Disagree

**15) How did you hear about this event?**

- Email Announcement
- CHAMPS Website
- CHAMPS Newsletter
- Event Flyer
- Other (please specify):

**16) How likely are you to attend another CHAMPS distance learning event (teleconference or webcast)?**

- Very Likely
- Likely
- Somewhat Likely
- Not Very Likely
- Not at All Likely

**17) Briefly describe the best aspects of this webcast:**

**18) Please describe how this webcast could be improved:**

**19) List other training topics that would meet the needs of your job:**

**20) Other Comments:**

*Thank you for your responses. If you are not applying for CME credit, please fax these responses to Andrea Martin at CHAMPS, (303) 861-5315. Otherwise, continue to the CME Credit questions on the following page.*

**CONTINUING MEDICAL EDUCATION (CME) CREDIT QUESTIONS**

You must attend the entire webcast and complete the following post-test in order to qualify for CME credit. Failure to complete all CME questions will result in no CME credit awarded.

**21) Which stage in the change process provides the greatest opportunity for learning?**

- a. Present
- b. Transition
- c. Desired
- d. All Stages

**22) \_\_\_\_\_ is required to move a person out of the Present State into the Transition State in a sustainable way.**

**23) The pace of change in organizations is continually increasing.**

- a. True
- b. False

**24) Change is either positive or negative.**

- a. True
- b. False

**25) "Education" about the psychological impact of change can increase a person's capacity to assimilate change.**

- a. True
- b. False

***Thank you for applying for Continuing Medical Education Credit.  
Please fax your responses to Andrea Martin at CHAMPS, (303) 861-5315.***