

Competence Assurance Process 2016

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'Survey Says' Competence Assurance Process 2016

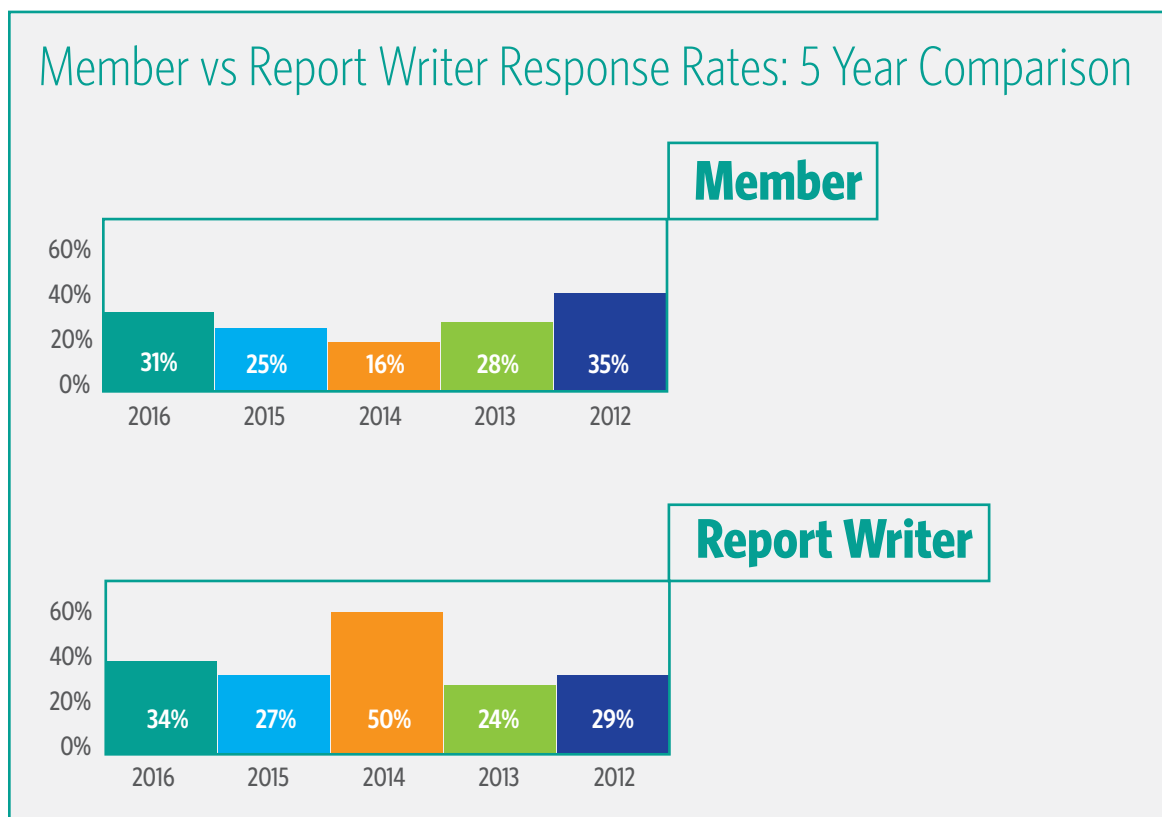
At the conclusion of an investigation, the SRNA Investigation Committee conducts a voluntary survey of the participants, to assess if the process was fair and unbiased, timely, transparent, effective and confidential. Obtaining the feedback from the participants about the experience is essential to ensuring the integrity of the Competence Assurance Process (CAP).

About the Survey

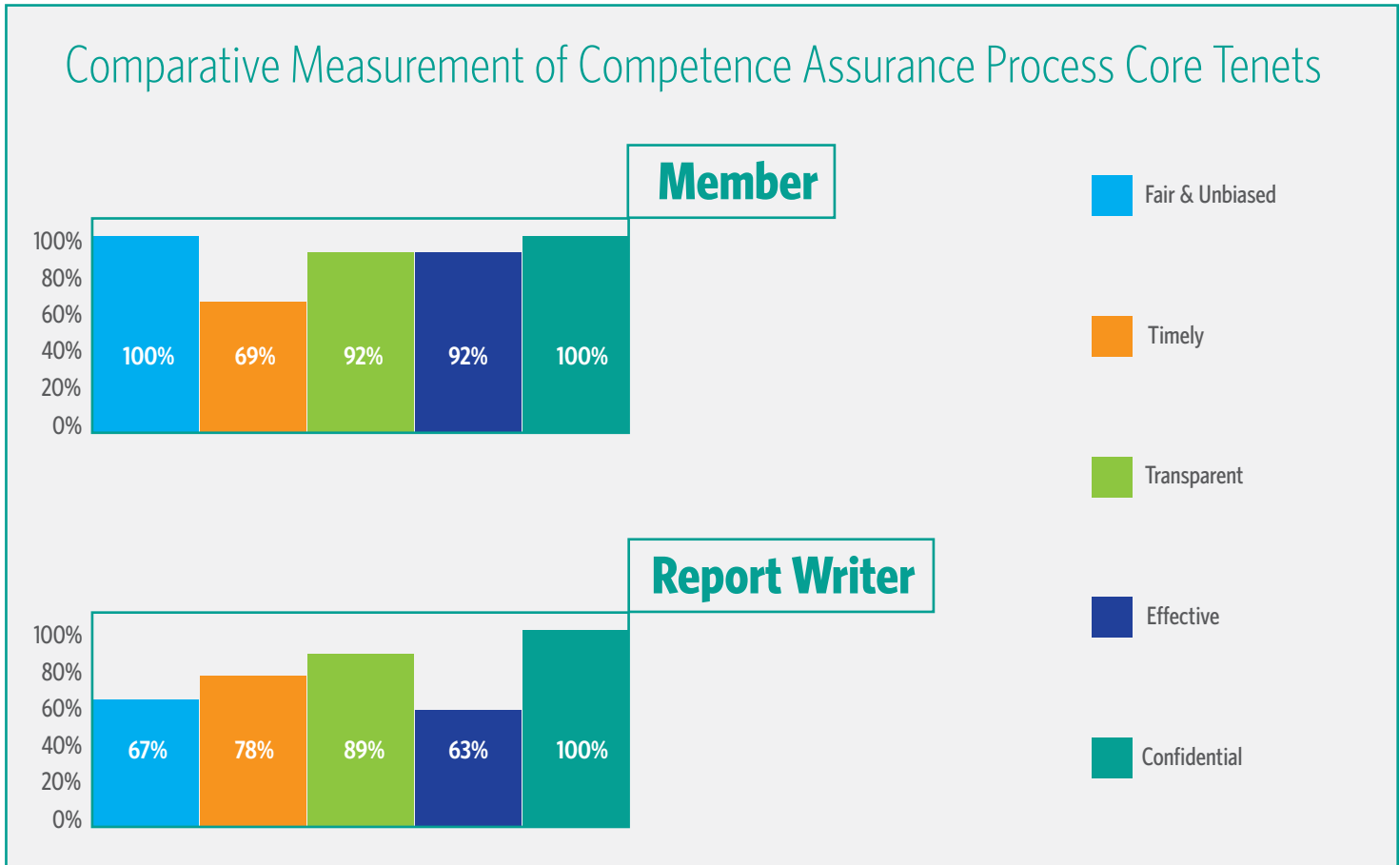
Identical surveys are sent to the person submitting a report/complaint regarding the professional competence and/or conduct of an SRNA member and to the member who was the subject of the investigation. For confidentiality purposes there is no identification requested or indicated on the survey.

2016 Survey Stats January 1 to December 31, 2016

A total of 77 surveys were sent out to participants with a return rate of 32% for all participants.



Measuring the Process



Report writers were most satisfied with confidentiality and timeliness, whereas members were most satisfied regarding the information provided about the CAP (100%), fairness and unbiased process and confidentiality.

Applying the Results

These metrics will continue to be monitored on an annual basis for quality improvement purposes.

Learn more about 'Survey Says' and the CAP, visit <http://www.srna.org/index.php/rn-competence>

88% of all participants felt sufficient information was provided to understand the CAP.