

## Ground Rules

- Stay present (phones on silent/ vibrate, limit side conversations).
- Speak one at a time.
- Be open to new ideas.
- Step up/ Step back (to make sure all participate).
- Avoid repeating previous remarks.
- Allow facilitator to move conversation along.
- Welcome all perspectives.
- Use voting cards to vote (everyone votes at the same time).
- Raise hand to request additional discussion before voting.
- Prepare to provide examples and explanation to inform group and increase understanding of your rating.

## Discussion Principles

*What is the collective picture of how we are doing across the jurisdiction related to this Essential Service?*

- Consider responses to discussion questions.
- Keep focus on Model Standard.
- Stay focused on system as a whole, but share specific examples.
- Purpose is to get honest and accurate perception of system performance for quality improvement.
- Share concrete examples.
- Share strengths.
- Share weaknesses.
- Suggest recommendations for short- and long-term improvement opportunities.

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## Scoring

<b>Optimal Activity</b> (76%-100%)	Greater than 75% of the activity described within the question is met.
<b>Significant Activity</b> (51%-75%)	Greater than 50% but not more than 75% of the activity described within the question is met.
<b>Moderate Activity</b> (26%-50%)	Greater than 25% but not more than 50% of the activity described within the question is met.
<b>Minimal Activity</b> (1%-25%)	Greater than zero but not more than 25% of the activity described within the question is met.
<b>No Activity</b> (0%)	0% or absolutely no activity.