

Monitoring Compliance with Protocols

A Checklist for doing a good job of monitoring

Select the most appropriate measures for monitoring the activities. The best measures provide numbers when giving feedback to employees. Think about measures that provide information for regular protocol compliance audits.

Let's consider how you monitor compliance with protocol standards. This example uses manual cleaning of calf feeding equipment. Compare the employee actions with the standards in this checklist. When the items below refer to "I," this is equivalent to an experienced supervisor. When making this evaluation, I like to use these scores:

1=never, 2=seldom, 3=often, 4=usually, and 5=almost always.

- _____ 1. **Before** I observe actual employee behavior, I go to the work site and determine that it is possible to perform the task correctly in that setting and with the tools and materials available.
- _____ 2. I observe actual employee behavior. (This is in contrast to just talking about doing the job.)
- _____ 3. I compare observed behavior to the training standards (these should be in the protocol). For example, maintains wash solution above 120°F.
- _____ 4. When I see the employee not following the protocol, I review these deviations privately with the employee. (This is in contrast to "chewing out" the employee in front of her/his peers.)
- _____ 5. When I see the employee not following the protocol, I provide a training opportunity for the employee.
- _____ 6. When task performance results in an objective measurable outcome, I provide resources for collecting information to provide employee feedback. For example, I provide the equipment to collect rinse samples from clean tube feeders that can be cultured to show the feeders were cleaned properly.
- _____ 7. Employee feedback is related directly to the protocol. For example, if the employee allows the wash water to fall below 120°F, I go back to the wash protocol to emphasize washing equipment in the proper temperature water.
- _____ 8. Employee feedback is in straightforward, understandable terms. For example, I show the employee how to use a rapid read thermometer to monitor wash water temperature.

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- _____ 9. I actively solicit employee reactions to their evaluations, using this information to revise protocols when needed. For example, if the employee tells me that stacking pails upside down takes less time than using racks we consider changing the protocol.
- _____ 10. Where outcomes are the result of more than one employee's work, I involve all employees in evaluation, retraining and/or protocol revision. For example, when employees on two different shifts are responsible for cleaning equipment the workers from both shifts are included.
- _____ 11. I communicate with employees (evaluation, feedback, and training) in a language they understand.