

# 2019 Volunteer Examiner Role Description



## General Description

The role of the Examiner is extremely important to the [AHCA/NCAL National Quality Award program](#). Examiners are a vital part of the Quality Award workforce, contributing their time and expertise to the fulfillment of the programs key work processes, mission and core competencies. Once selected to serve, the program relies on *every Examiner* to fulfill their commitment.

There are significant benefits to serving as an Examiner, including professional development, networking, education, and much more. However, serving as an Examiner is also time consuming and intellectually challenging. Individuals who apply as an Examiner must be prepared to satisfy the commitment.

## Required Skills

For all Examiner roles, the program looks for individuals that exhibit the following characteristics:

- Passion for continuous quality improvement
- Willingness to learn and take feedback
- Adaptability
- Ability to work effectively in a team environment
- Strong analytical skills
- Attention to detail
- Strong verbal and written communication skills
- Time management skills
- Ability to meet deadlines and work independently



## Required Examiner Experience

The table below details the experience required for each Examiner role.

Examiner Role	Experience Required to Apply
Senior Examiner	<ul style="list-style-type: none"> <li>• Individuals completely new to the Baldrige criteria</li> <li>• Award recipients (Bronze, Silver or Gold) without Examiner experience</li> <li>• Returning Senior Examiners not participating as team leaders</li> </ul>
Senior Team Leader	<ul style="list-style-type: none"> <li>• Returning Senior Examiners with 2+ years of experience</li> <li>• Returning Senior Team Leaders</li> </ul>
Master Examiner	<ul style="list-style-type: none"> <li>• Individuals who have served as Examiners or Judges for other Baldrige-based programs</li> <li>• Returning Master Examiners not participating as team leaders</li> <li>• Returning Senior Examiners with 2+ years of experience</li> </ul>
Master Team Leader	<ul style="list-style-type: none"> <li>• Returning Master Examiners with 2+ years of experience</li> <li>• Returning Master Team Leaders</li> </ul>

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## Overview of the Responsibilities of 2019 Volunteer Examiners

Please note that this provides a high-level overview of the process and is subject to change.

	<b>Function</b>	<b>Estimated Time-Frame</b>	<b>Estimated Time Commitment</b>
All Examiners	<b>Pre-Training</b> <i>All Examiners are required to complete pre-work prior to attending the training session.</i>	Dec 13 – Feb 4	8-10 hours
	<b>Training</b> <i>All Examiners are required to attend a 1.5 day in-person training. New Senior Examiners must attend an extra ½ day of training. Examiners are expected to arrive on time and depart after the end of the training and should not take any calls during the training. Examiners who do not attend or participate in the training in full will not receive a travel reimbursement.</i>	Feb 11-13 (Master) Feb 13-15 (Senior)	2 days, plus travel
	<b>Individual Review</b> <i>All Examiners will be required to complete an individual review of their assigned applications (1-2 per Master Examiner team and 5-6 per Senior Examiner teams) using the instruction received during training. This review involves writing feedback comments and identifying a score for each section of the application.</i>	Begins February 28 Ends May 10 (Master)	40-60 hours
	<b>Consensus Review</b> <i>After the individual review is complete, Examiner teams use the individual reviews to develop a draft final review reflecting consensus on each team members scores and comments. A consensus review is completed for each application assigned to the team.</i>	Ends May 31 (Senior)	
	<b>Audit of First Review</b> <i>All Examiner teams will have their first completed application review evaluated by an auditor. They will be expected to incorporate any feedback into remaining application reviews.</i>		
Senior Examiners only	<b>Team Leader Group Meeting</b> <i>At the Senior Examiner level, team leaders will meet in-person in small groups to review the feedback and scores from each team. The team leaders will ensure consistency across all teams. Team members are required to assist their team leaders in revising the feedback reports based on comments from other team leaders.</i>	June 10-12	3-Days plus travel

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Master Examiners only	<p><b>Judges Site Visit Determination Meeting</b>  <i>Master Examiner teams will participate in a Site Visit Consideration presentation process remotely, during which scores and feedback are finalized. Alternatively, select Master Examiner teams will travel to this meeting in-person review session to complete the steps mentioned above.</i></p>	May 20-22	1 day plus travel (If attending in-person)
	<p><b>Site Visit (Optional)</b>  <i>While not required, all Master Examiners are encouraged to sign up to participate on a Site Visit for higher maturity Gold applications. All travel costs associated will be reimbursed by AHCA/NCAL as long as duties are fulfilled.</i></p>	June 17-July 26	2-3 Days Travel plus preparation time

### Travel Reimbursement

The program reimburses Examiners for expenses associated with travel to required meetings. This includes economy flight, baggage, hotel costs and a small daily per diem to offset the cost of ground transportation and meals. In addition, breakfast and lunch are served during all meetings. However, Examiners that do not fulfill their commitment to the program may not be eligible to receive travel reimbursement.

### Contact Us

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[https://www.ahcancal.org/quality\\_improvement/quality\\_award/Pages/Examiners.aspx](https://www.ahcancal.org/quality_improvement/quality_award/Pages/Examiners.aspx)