

Frequently Asked Questions about P.U.L.S.E. Assessment for Inner Solutions for Success

1. What is the P.U.L.S.E. Assessment?

P.U.L.S.E. stands for **P**.hysicians **U**.niversal **L**.eadership **S**.kills **E**.ducation. It is based on the 360° degree survey process used in most fortune 500 corporations and now increasingly in medical schools, residencies, clinics and hospitals. You and your facility select participants to complete email surveys for your participation in a “national physician leadership development program” (that’s all anyone knows). After distributing and collecting surveys, a Feedback Summary is prepared and sent to you and **Inner Solutions for Success**. The results are typically reviewed with you during your training. We typically recommend a Follow-up three months after so you can get feedback about your improvement areas.

2. How do I enroll?

You can schedule a Physician Orientation by calling the Physicians Development Program. Indicate that you want to enroll in the P.U.L.S.E. Program and ask for Laura Batista, the Pulse Program Manager at 305-285-8900, Extension 252. She will set up an appointment time for you to discuss how the assessment works, answer all your questions, enroll through our online process, select those groups from whom you will invite feedback, and designate the Facility Liaison employee who will help you identify names and coordinate feedback. Make sure you identify that you are referred by **Inner Solutions for Success** to ensure that you receive their discounted rate.

3. When do I have to do this?

You should enroll at least 45 days prior to your **Inner Solutions for Success** course. In some cases, we can complete the process and the Feedback Report within 30 days, but there is no guarantee and there may be an additional “rush results” fee.

4. What will people think when they receive an online survey?

Whatever you tell them. We encourage you to share with them that you’ve enrolled in a national physician leadership development program and that part of the process is to get feedback from your healthcare team members. Any emails from us reflect exactly the same message. We do not provide anyone you have not designated with any additional information.

5. Who are the people giving me feedback?

As many as possible! Inner Solutions for Success faculty and PULSE program staff will help you select those colleagues who may provide the most valuable feedback.

6. What's in it for me?

The P.U.L.S.E. Program is a great opportunity to:

- a) Learn how to see yourself as others see you,
- b) Get honest feedback about what others value and appreciate about your leadership style as well as areas in which you could improve, and
- c) Understand what core skills motivate your healthcare team to do its best work.