

RED FLAG REVIEW

1. The credibility of the BR&E program hinges on GOOD follow-up.
2. Carefully select the BR&E Visitation Director
3. Survey notes must wave the “RED FLAG.”
4. REVIEW the surveys as they come in. Don’t wait until all the surveys have been returned. The Overall Coordinator and Visitation Director can review, but the Task Force must also be involved.
5. If the firm is moving, call right away.
6. Use the Task Force to review the surveys. This is done with two or three member teams. Complete the follow-up form at the same time.