

Building and Sustaining a Culture of Quality: Abridged Self-Assessment

Please rate the degree to which you agree that the following aspects of each Foundational Element have been incorporated into your agency's culture:	Strongly Disagree 1	Disagree 2	Neutral 3	Agree 4	Strongly Agree 5
Employee Empowerment & Commitment					
Staff have the necessary authority to make changes in their work processes to improve quality.	<input type="checkbox"/>				
Sufficient quality improvement (QI) training and resources are continuously available to meet staff needs.	<input type="checkbox"/>				
Expectations around QI are clearly communicated to staff.	<input type="checkbox"/>				
Teamwork & Collaboration					
Lessons learned and best practices are routinely shared throughout the agency.	<input type="checkbox"/>				
QI project teams are routinely formed to make improvements as needed.	<input type="checkbox"/>				
Internal and/or external learning communities are used to build on QI knowledge and skills, innovate, and improve.	<input type="checkbox"/>				
Leadership					
Senior leaders set clear vision for a culture of quality.	<input type="checkbox"/>				
Senior leadership dedicate resources to QI (e.g. staff time, funding).	<input type="checkbox"/>				
Senior leadership role model and mentor staff.	<input type="checkbox"/>				
Senior leadership routinely vocalize commitment to quality.	<input type="checkbox"/>				
Customer Focus					
Customer satisfaction is being assessed agency-wide in a standardized way.	<input type="checkbox"/>				
Customer satisfaction data is used to prioritize and drive improvement efforts.	<input type="checkbox"/>				
QI Infrastructure					
A formal, agency-wide system for measuring and managing performance is in place (e.g. ongoing use of performance data).	<input type="checkbox"/>				
An annual QI planning process is formally established, i.e. develop, evaluate, and revise a QI plan.	<input type="checkbox"/>				
A formal, cross-sectional governance structure oversees all QI related activities and initiatives.	<input type="checkbox"/>				
Continual Process Improvement					
One or more formal QI models (e.g. PDSA*) are routinely used agency-wide to make process improvements.	<input type="checkbox"/>				
Processes are in place to monitor and sustain measurable improvements achieved through QI projects.	<input type="checkbox"/>				
Staff use QI tools and techniques in daily work to improve processes in which they are involved.	<input type="checkbox"/>				

* This tool is an abridged version of NACCHO's Organizational Culture of Quality Self-Assessment Tool. Access the full version of the tool at www.qiroadmap.org/assess.