

Scoring Summary

Organizational Culture of Quality Self Assessment Tool

Organization: _____

Date: _____

Grey text indicates an example. Overwrite the grey text with your own scores and strategies.

FOUNDATIONAL ELEMENT	SUB-ELEMENT	SUB-ELEMENT SCORE	FOUNDATIONAL ELEMENT SCORE	SELECTED TRANSITION STRATEGIES TO IMPLEMENT DURING THIS PLANNING CYCLE	STRATEGY PRIORITY Level	EVIDENCE SUBSTANTIATING CURRENT SCORE
1. Employee Empowerment	1.1 Enabling Performance	2	3	<i>Document work team member roles and requirements including those of the supervisor</i>	High	<i>No formal process to document roles and responsibilities</i>
	1.2 Knowledge, Skills and Abilities	3				
2. Teamwork and Collaboration	2.1 Team Performance					
	2.2 Communities					
3. Leadership	3.1 Culture					
	3.2 Resourcing and Structure					
4. Customer Focus	4.1 Understanding the Customer					
	4.2 Satisfying the Customer through the Value Stream					
	4.3 Reprioritizing and Creating Programs and Services					
5. Quality Improvement Infrastructure	5.1 Strategic Planning					
	5.2 Performance Measurement					
	5.3 Annual Quality Improvement Planning					
	5.4 Administrative and Functional Process and Systems (e.g. HR)					
6. Continual Process Improvement	6.1 Selecting and Applying Methods					
	6.2 Planning for Process Improvements					
	6.3 Testing Potential Solutions					
	6.4 Extracting Lessons Learned					
	6.5 Sharing of Best Practices					
	6.6 Effectively Installing Standardized Work					
	6.7 Process Management, Results and Continual Improvement					

TOTAL SCORE:	NACCHO Roadmap to a Culture of Quality Phases	
	Total Score	Roadmap Phase
	<2	Phase 1: No Knowledge of QI
	2-2.9	Phase 2: Not Involved with QI Activities
	3-3.9	Phase 3: Informal or Ad Hoc QI
	4-4.9	Phase 4: Formal QI in Specific Areas of the Organization
	5-5.9	Phase 5: Formal Agency-Wide QI
	6	Phase 6: Culture of Quality